

Enterprise Incident Management Office of Long Term Living Provider Manual

Updated to include January 2012 Release changes

Table of Contents

Section 1: Overview	4
Section 2: Log In To EIM.....	9
Overview	10
Log In To EIM From The Internet	11
Log In To EIM From HCSIS.....	13
Section 3: My Dashboard.....	16
Overview	17
Using the My Dashboard Screen.....	18
The My Dashboard Screen.....	19
Main Menu / Menu Bar	20
Create New Incident	20
Work Items Tab.....	21
Alerts Tab.....	22
News Tab.....	22
Filters / Filter Settings	23
Section 4: Recording an Incident	25
Overview	26
Table of Contents.....	26
Incident First Section Step-by-Step Process	27
Incident Final Section Step-by-Step Process	45
Responding to a Management Review Step-by-Step Process	58
Incident First Section Checklist.....	69
Incident Final Section Checklist.....	71
Responding to a Management Review Checklist.....	72
Section 5: Incidents – Abuse, Neglect and Exploitation	73
Overview	74
Why does the system automatically skip screens in the final section when the primary category is abuse, neglect or exploitation?	74
Section 6: Additional Functionality	75
Overview	76
Linking Incidents	77
Print Summary	82
Mark As Confidential.....	84
Report Extension	88
Delete an Incident.....	91
Linking Incidents Checklist	94
Print Summary Checklist	94
Mark as Confidential Checklist	94
Report Extension Checklist.....	95
Delete an Incident Checklist	95
Section 7: Reports.....	Error! Bookmark not defined.
Overview	Error! Bookmark not defined.
Incident/Complaint Management Reports	Error! Bookmark not defined.

Enterprise Incident Management – Provider Table of Contents



Incident and Complaint Custom Report.....	Error! Bookmark not defined.
Custom Report Queries	Error! Bookmark not defined.
To Run an Incident/Complaint Report by Individual or Location:	Error! Bookmark not defined.
To Run a Custom Report.....	Error! Bookmark not defined.
To Save and Run an Incident or Complaint Custom Report Query:	Error! Bookmark not defined.
 Section 8: LMS Guide	 113
Overview	114
Accessing the Learning Management System (LMS)	114
 Section 9: Additional Resources	 116
Additional Resources	117

Section 1: Overview

Enterprise Incident Management

Enterprise Incident Management (EIM)



Welcome to the EIM Provider Training

Primary Objectives:

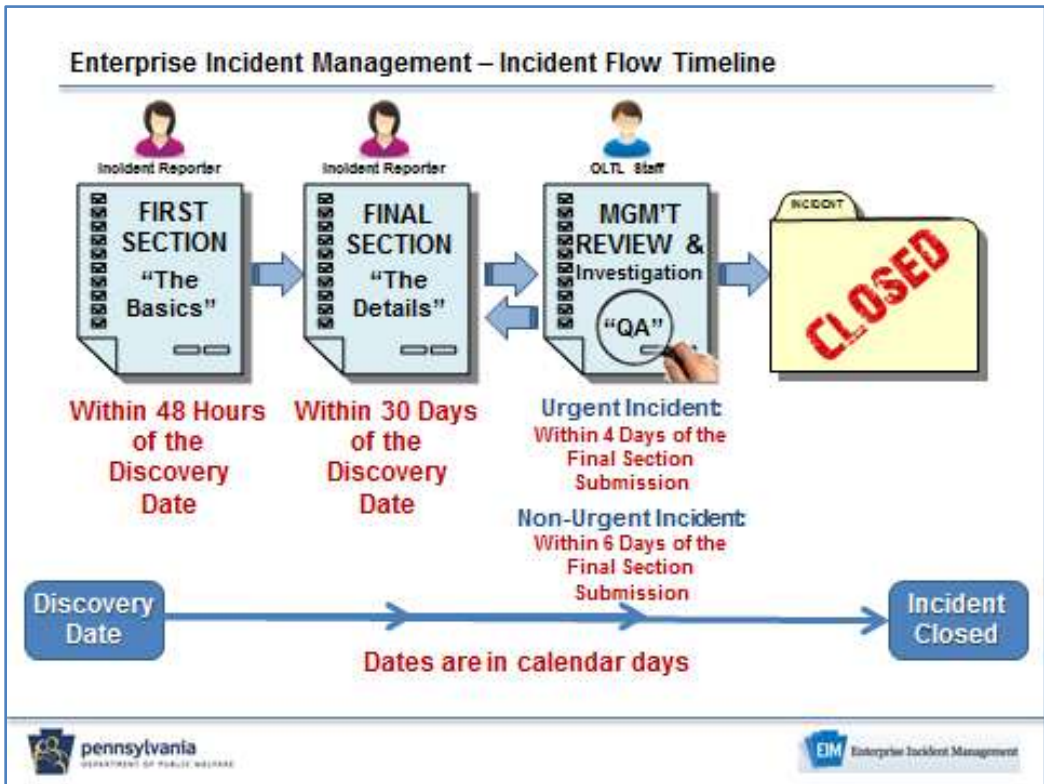
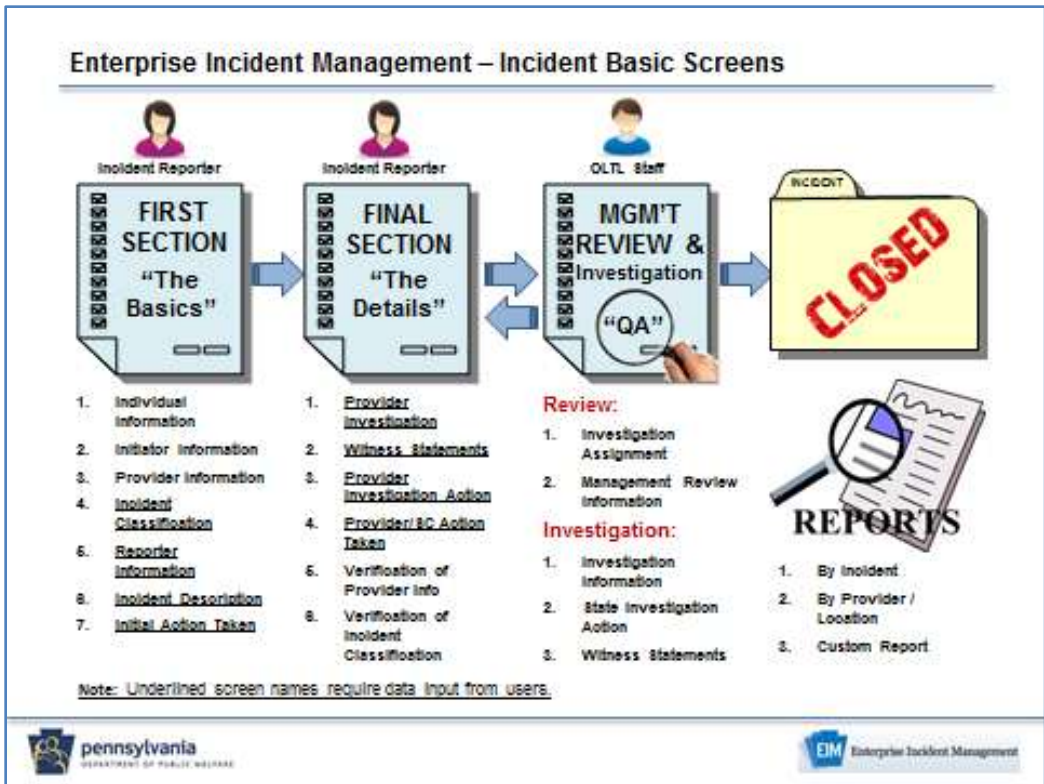
1. To introduce users to the EIM system and the processes involved to effectively use EIM to record, track, and manage consumer-related incidents.
2. For users to depart the training and return to the workplace capable of implementing the full and consistent use of EIM by the October 24, 2011 "Go Live" date.

EIM for Providers: EIM Basic Functions

Today's training will cover:

1. Logging in to EIM
2. Recording an Incident in EIM
3. Producing reports in EIM
4. Additional EIM functionality
5. Review EIM policies and procedures
6. Additional learning opportunities for EIM

Incident Report Basic Screens



Enterprise Incident Management (EIM)



Section 2: Log In To EIM

Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

This job aid is intended to guide a user through the process logging in to EIM. Users can access EIM either through an internet URL or from HCSIS. Both methods are described in this job aid.

Table of Contents

Log In To EIM from Internet.....	11
Log In To EIM from HCSIS.....	13

Log In To EIM From The Internet

Users can navigate to the *EIM Landing Page* screen directly from an internet browser without having to go through HCSIS. This is the preferred method to access EIM because the user will be able to view system news, access the Learning Management System (LMS) for training materials and EIM FAQs.

Step 1: Enter the URL: <https://www.hhsapps.state.pa.us/eim/default.aspx> in an internet browser and click [ENTER]. The *EIM Landing Page* screen appears.

Step 2: Click [LOGIN TO EIM].



Enterprise Incident Management - Provider Log In To EIM



The *Keystone Login* screen appears.

Step 3: Enter your **Username** and **Password**. Click [LOGIN].

The login screen features a large blue key graphic with the text "Keystone Key" at the top. Below the key is a login form with fields for "Username:" and "Password:", and a "LOGIN" button. Below the form are two links: "Change Password" and "Forgot / Change Password / Forgot User Id". At the bottom, there is a warning message and a copyright notice.

(Business Partner LoginID starting with "pw-")

(Business Partner LoginID starting with "b-")

Change Password

Forgot / Change Password

Forgot User Id

WARNING US GOVERNMENT SYSTEM and DEPARTMENT OF PUBLIC WELFARE SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Public Welfare Security and Audits Unit.

Copyright© 2010 by the Commonwealth of Pennsylvania. All Rights Reserved.

Step 4: The EIM *My Dashboard* screen appears.

The dashboard shows a header with the EIM logo and navigation links: HOME, SEARCH, REPORTS, and HELP. Below the header is a "CREATE NEW INCIDENT" button. The main content area is divided into three tabs: Work Items, Alerts, and News. The "Work Items" tab is active, showing a table of documents requiring attention, grouped by document age. The table has columns for Program Office, Type, 0-5 Days, 6-10 Days, 11-20 Days, 21-50 Days, +51 Days, and Total. The data shows 3 documents in the 0-5 Days category and 0 in the others, for a total of 3.

Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-50 Days	+51 Days	Total
OLTL	Individual Incident	3	0	0	0	0	3

Detail Summary

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

Filters

- Program Office
- Organization
- Waiver/Program
- Incident / Complaint
- Incident / Complaint Types
- Document Requiring Attention
- County

Buttons: SELECT ALL, UNSELECT ALL, APPLY, SET AS DEFAULT

This completes the Log In to EIM from The Internet section

Enterprise Incident Management - Provider Log In To EIM



Log In To EIM From HCSIS

Users who are logged into HCSIS can access EIM directly from HCSIS without re-entering their User ID and password.

Step 1: To log in to EIM from HCSIS, enter the HCSIS URL, <https://www.hcsis.state.pa.us/hcsis-ssd/default.aspx>, in an internet browser and click [ENTER].

Step 2: The *HCSIS Landing Page* screen appears. Click [HCSIS LOGIN].



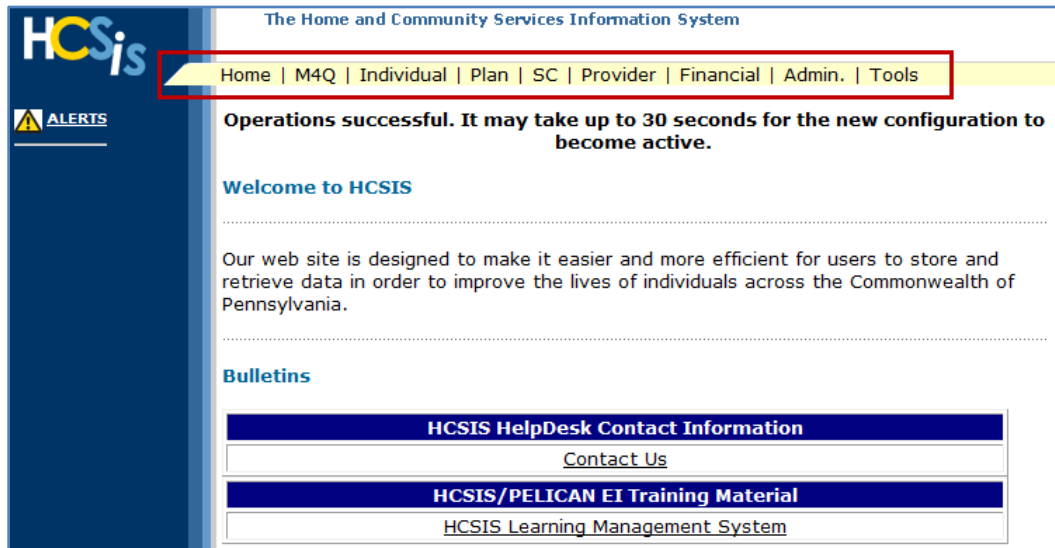
Step 3: The *Keystone Login* screen appears. Enter your **Username** and **Password**. Click [LOGIN].



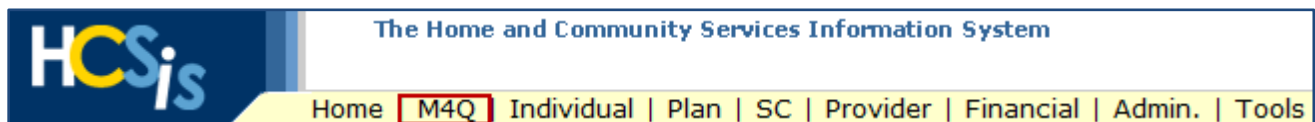
Enterprise Incident Management - Provider Log In To EIM



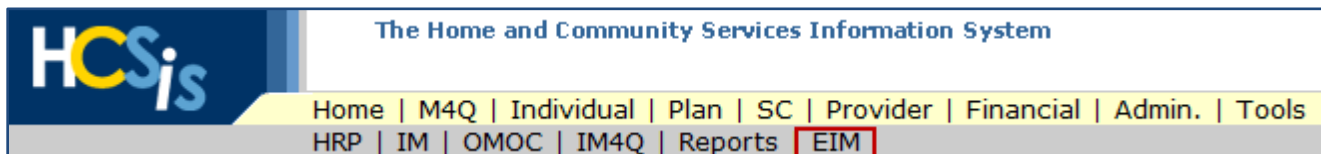
Step 4: The *HCSIS Homepage* screen appears. Locate the first-level yellow menu bar at the top of the screen.



Step 5: To login to EIM from HCSIS, click M4Q from the first-level (yellow) menu bar.



Step 6: The second-level (gray) menu bar displays. Click EIM.



Enterprise Incident Management - Provider Log In To EIM



Step 7: The EIM *My Dashboard* screen appears.

EIM - My Dashboard

Documents Requiring My Attention (Grouped By Document Age)

Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-30 Days	+31 Days	Total
OLTL	Individual Incident	3	0	0	0	0	3

Detail Summary

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

Filters

- Program Office: [v]
- Organization: [v]
- Waiver/Program: [v]
- Incident / Complaint: [v]
- Incident / Complaint Types: [v]
- Document Requiring Attention: [v]
- County: [v]

Buttons: SELECT ALL, UNSELECT ALL, APPLY, SET AS DEFAULT

This completes the Log In to EIM From HCSIS section.

Section 3: My Dashboard

Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

The *My Dashboard* screen is the first screen users see when they log in to EIM. From the *My Dashboard* screen, users can access all of the critical functions in EIM, including creating new incidents, viewing alerts and system news, and identifying documents that require completion.

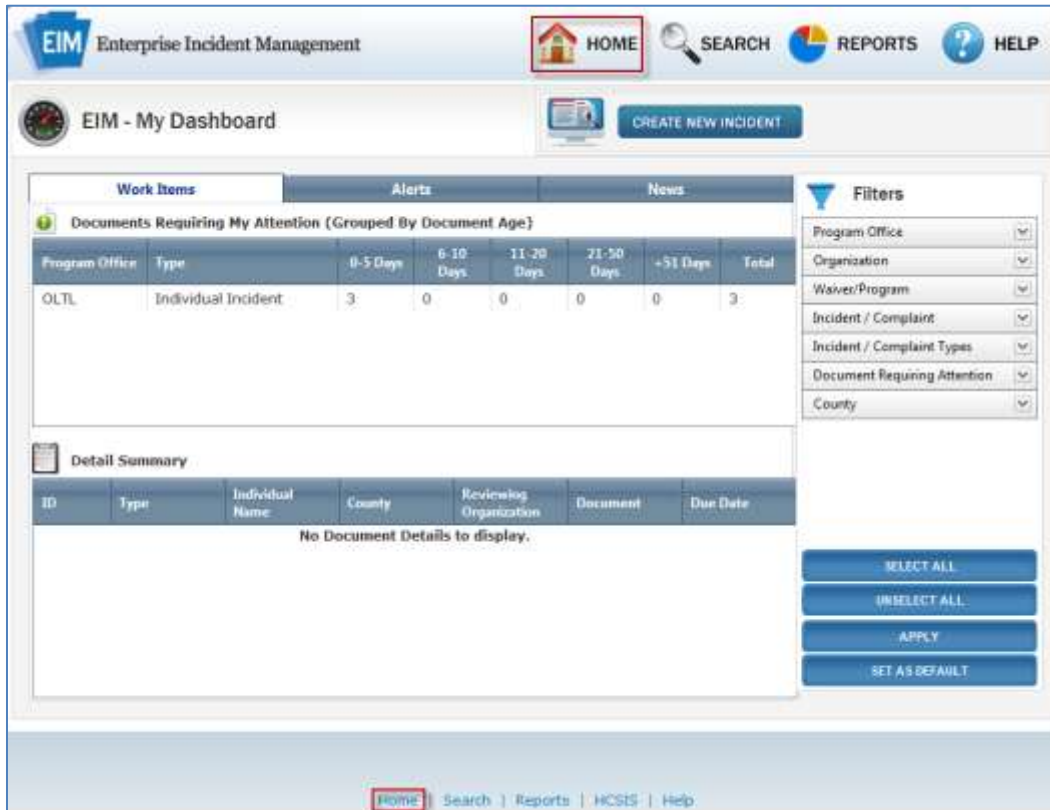
Use the table of contents below to view each section of the *My Dashboard* screen.

Table of Contents

Using the My Dashboard Screen	18
The My Dashboard Screen	19
Main Menu / Menu Bar	20
Create New Incident.....	20
Work Items Tab	21
Alerts Tab	22
News Tab	22
Filters / Filter Settings	23

Using the My Dashboard Screen

The *My Dashboard* screen is the first screen that users view when they log in to EIM, and users can return to the *My Dashboard* screen at any time by clicking [HOME] at the top and bottom of all EIM screens.



EIM - My Dashboard

Work Items | Alerts | News

Documents Requiring My Attention (Grouped By Document Age)

Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-50 Days	+51 Days	Total
OLTJ	Individual Incident	3	0	0	0	0	3

Filters

- Program Office
- Organization
- Waiver/Program
- Incident / Complaint
- Incident / Complaint Types
- Document Requiring Attention
- County

Detail Summary

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

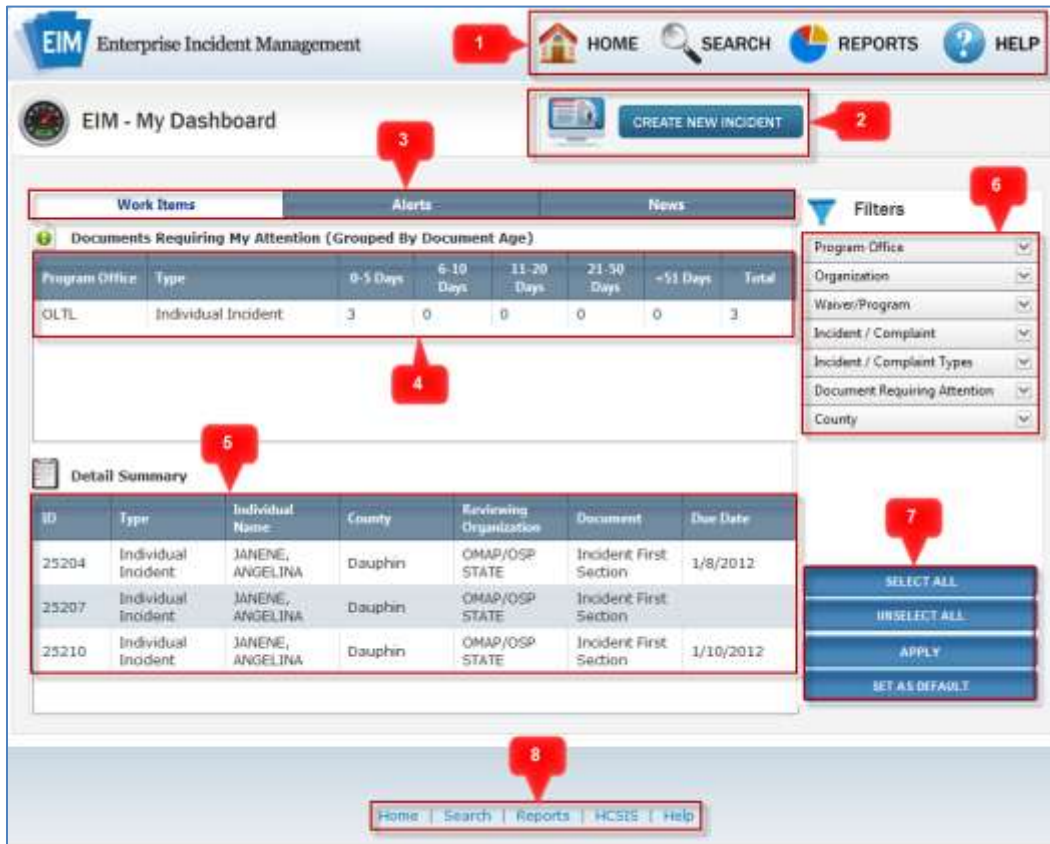
Buttons: SELECT ALL, UNSELECT ALL, APPLY, SET AS DEFAULT

Navigation: HOME | Search | Reports | HCSTS | Help

Daily Use:

1. All users should check their *My Dashboard* **Work Items** tab regularly to view any documents that require attention. Pending Incident Report Final Sections are listed here grouped by document age to help users complete incident reports in a timely manner.
2. The **News** tab on the *My Dashboard* screen will take users to a list of the most recent important system news. Users should check the **News** tab on a regular basis to keep up to date on system status and any critical alerts or changes.

The My Dashboard Screen



The screenshot shows the EIM My Dashboard interface. At the top is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' buttons. Below this is a 'CREATE NEW INCIDENT' button. The main area has three tabs: 'Work Items', 'Alerts', and 'News'. The 'Work Items' tab is active, showing a table of 'Documents Requiring My Attention (Grouped By Document Age)'. This table has columns for 'Program Office', 'Type', and five age ranges (0-5 Days, 6-10 Days, 11-20 Days, 21-30 Days, 31-50 Days) plus a 'Total' column. The data shows 3 incidents in the 0-5 Days range for the OLTJ Program Office. To the right of the table is a 'Filters' panel with dropdown menus for 'Program Office', 'Organization', 'Waiver/Program', 'Incident / Complaint', 'Incident / Complaint Types', 'Document Requiring Attention', and 'County'. Below the filters are four buttons: 'SELECT ALL', 'UNSELECT ALL', 'APPLY', and 'SET AS DEFAULT'. At the bottom of the dashboard is a 'Detail Summary' table with columns for 'ID', 'Type', 'Individual Name', 'County', 'Reviewing Organization', 'Document', and 'Due Date'. The data shows three incidents for 'JANENE, ANGELINA' in 'Dauphin' County, reviewed by 'OMAP/OSP STATE'. At the very bottom is a 'Menu Bar' with links for 'Home', 'Search', 'Reports', 'HCSIS', and 'Help'.

Legend:

1. **Main Menu:** The four Main Menu buttons ([HOME] / [SEARCH] / [REPORTS] / [HELP]) are available on every EIM screen.
2. **Create New Incident:** The [CREATE NEW INCIDENT] button is only available on the *My Dashboard* screen.
3. **Tabs:** The three tabs on the My Dashboard screen (**Work Items** / **Alerts** / **News**) will each display critical information to help users manage their activity in EIM.
4. **Documents Requiring My Attention:** The **Work Items** tab will enable the **Documents Requiring My Attention** panel to display, allowing users to identify and navigate to documents within EIM that are open and require action. Documents are grouped by age. The **Work Items** tab and **Documents Requiring My Attention** panel display by default when users log in to EIM.
5. **Detail Summary:** When users click any of the **Documents Requiring My Attention** number links, the incidents related to the selected number will display in the **Detail Summary** panel.
6. **Filters:** Users can choose from a variety of filters on the *My Dashboard* screen to limit the information that appears in the **Documents Requiring My Attention** and the **Detail Summary** panels.
7. **Filter Settings:** The four filter settings buttons ([SELECT ALL] / [UNSELECT ALL] / [APPLY] / [SET AS DEFAULT]) permit users additional functionality over the filter settings.
8. **Menu Bar:** The Menu Bar displays at the bottom of every EIM screen.

Enterprise Incident Management – Provider

My Dashboard: Main Menu / Menu Bar



Main Menu / Menu Bar

The Main Menu and the Menu Bar display on all EIM screens. Both menus have [Home](#), [Search](#), [Reports](#) and [Help](#) links; on the Main Menu they are buttons and on the Menu Bar they are links. The Menu Bar has the additional [HCSIS](#) link.



HOME: From any screen in EIM, the [Home](#) link will return the user to the *My Dashboard* screen and display the **Work Items** tab by default.

SEARCH: The [Search](#) link will take users to the *Search* screen where they can search for Individuals, Providers or Incidents.

REPORTS: The [Reports](#) link will take users to the *Reports* screen where they can create an incident history report by individual or provider service location.

HELP: From any screen in EIM, the [Help](#) link will display a custom help narrative specifically for that EIM screen.

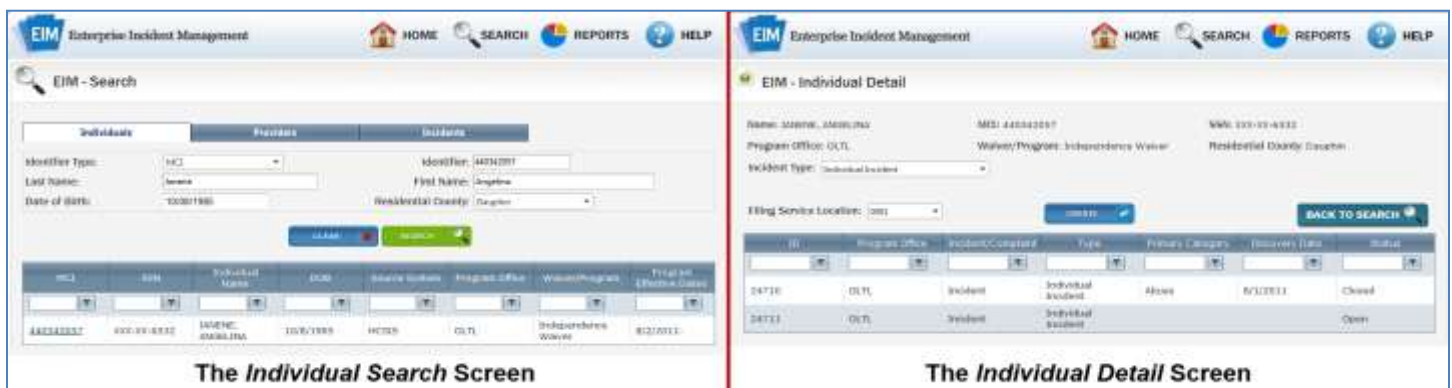
HCSIS: The [HCSIS](#) link is only found on the Menu Bar at the bottom of all EIM screens, and will re-direct the user to the HCSIS home page while retaining the User ID.

Create New Incident

The [CREATE NEW INCIDENT] button displays only on the *My Dashboard* screen.



When users click [CREATE NEW INCIDENT], they are directed to the *Individual Search* screen where they will search for and select the participant for which to create a new incident. Once the participant has been selected, users will be automatically directed to the *Individual Detail* screen where they will select an **Incident Type** and a **Filing Service Location** from the drop-down lists. Click [CREATE] on the *Individual Detail* screen to create the incident.



Enterprise Incident Management – Provider

My Dashboard: Work Items Tab



Work Items Tab

The **Work Items** tab is the default tab that displays when a user navigates to the *My Dashboard* screen. The active tab will always display in white, and users can navigate through the tabs by clicking on the tab of their choice. Under the **Work Items** tab are two key information panels: The **Documents Requiring My Attention (Grouped by Document Age)** panel, and the **Detail Summary** panel.

Work Items

Alerts

News

Documents Requiring My Attention (Grouped By Document Age)

Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-50 Days	+51 Days	Total
OLTL	Individual Incident	3	0	0	0	0	3

Detail Summary

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
25204	Individual Incident	JANENE, ANGELINA	Dauphin	OMAP/OSP STATE	Incident First Section	1/8/2012
25207	Individual Incident	JANENE, ANGELINA	Dauphin	OMAP/OSP STATE	Incident First Section	
25210	Individual Incident	JANENE, ANGELINA	Dauphin	OMAP/OSP STATE	Incident First Section	1/10/2012

Documents Requiring My Attention (Grouped by Document Age): This panel displays the status of all open incidents assigned to the user. Incidents are grouped by document age (0-5 days/6-10 days/11-20 days/21-50 days/+51 days) with a total number of open incidents displayed at the end.

Detail Summary: When a user clicks on the number of open incidents under the document age groups, the specific incidents for that group displays in the **Detail Summary** panel. Users can view the **Incident ID**, the **Incident Type**, the **Individual Name** associated with the incident, the **Reviewing Organization**, the **Document** that requires attention, and the **Due Date** for the document. Users can click the Incident ID link for a specific incident to navigate to the *Incident Detail* screen and take the necessary actions to complete and close the incident.

The screenshot shows the EIM - Incident Detail screen. At the top, there is a navigation bar with links for HOME, SEARCH, REPORTS, and HELP. Below this, the incident details are displayed: ID: 25204, Version: 14, Type: Individual Incident, Primary Category: Hospitalization, Status: Open. The individual name is JANENE, ANGELINA and the provider is ACCESS SERVICES. A table below shows the document details for 'Incident First Section', which is 'In Progress' with a due date of 1/8/2012. The table also includes columns for Action (with buttons for VALIDATE and SUBMIT), Created Date (1/5/2012), Created By (Plant, Jimmy), Last Edit Date (1/8/2012), Edited By (Parker, Brad), and Report Extension.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/8/2012	<button>VALIDATE</button> <button>SUBMIT</button>	1/5/2012	Plant, Jimmy	1/8/2012	Parker, Brad	

Enterprise Incident Management – Provider

My Dashboard: Alerts and News Tabs



Alerts Tab

The **Alerts** tab displays critical alerts only for users with the Incident Reviewer roles and Program Office Staff who are responsible for conducting Management Reviews and acknowledging Incident First and Final Sections. Only users who can view alerts can click on the Alert Detail for a specific alert to navigate to the *Incident Detail* screen for that specific incident.

Work Items		Alerts	News
<input type="checkbox"/>	Date	Alert Detail	
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	8/3/2011 4:30:15 PM	First Section is Submitted for Incident ID 24710	
<input type="checkbox"/>	8/2/2011 6:18:11 PM	First Section is Submitted for Incident ID 24709	
<input type="checkbox"/>	8/2/2011 6:12:39 PM	First Section is Submitted for Incident ID 24708	
<input type="checkbox"/>	8/2/2011 4:14:35 PM	First Section is Submitted for Incident ID 24707	
DELETE			

News Tab

The **News** tab displays the system news relevant to the user. System news is displayed in reverse chronological order based on the published date.

Work Items	Alerts	News
Effective Start Date		Subject
8/5/2011 12:00:00		EIM System Maintenance 8/6/2011 from 12am until 6am
8/1/2011 12:00:00		New functionality for OLTL Program Office (see Release Notes)
6/1/2011 12:00:00		Welcome to EIM!

Enterprise Incident Management – Provider

My Dashboard: Filter Settings



Filters / Filter Settings

The filters on the *My Dashboard* screen allows the user to control the information that appears in the **Documents Requiring My Attention** panel under the **Work Items** tab. The first time a user views this screen, all of the filters are selected by default.

Users can modify the filters by selecting the appropriate check-boxes and applying them by clicking [APPLY]. Users also have the option to select all the filters by clicking [SELECT ALL] or unselecting all of the filters by clicking [UNSELECT ALL].

Users may define a set of default filters by selecting the filters to be applied and then clicking [SET AS DEFAULT]. The default filters will be applied each time the user accesses the *My Dashboard* screen. Each user will only be able to have one set of default filters at a time, and the defaults can be changed at any time.

The screenshot shows the EIM My Dashboard interface. The top navigation bar includes links for HOME, SEARCH, REPORTS, and HELP. The main dashboard area has tabs for Work Items, Alerts, and News. The Work Items tab is active, showing a table titled 'Documents Requiring My Attention (Grouped By Document Age)'. The table has columns for Program Office, Type, and document age ranges (0-5 Days, 6-10 Days, 11-20 Days, 21-50 Days, +51 Days, and Total). The data shows 3 documents for OCTL Individual Incident in the 0-5 Days range. Below the table is a 'Detail Summary' section with columns for ID, Type, Individual Name, County, Reviewing Organization, Document, and Due Date. The summary shows 'No Document Details to display.' On the right side, the 'Filters' panel is highlighted with a red box. It contains dropdown menus for Program Office, Organization, Waiver/Program, Incident / Complaint, Incident / Complaint Types, Document Requiring Attention, and County. Below the dropdowns are buttons for SELECT ALL, UNSELECT ALL, APPLY, and SET AS DEFAULT.

Filters:

Program Office: Displays a list of all the program offices that the logged in user has access to. When this filter is modified, users will only be able to view incident documents that have been filed for the selected program offices.

Organization: Lists each organization that the user belongs to. Program office staff will see OMAP/OSP State as their only option. This filter is not active for providers.

Waiver/Program: Displays a list of the waiver/programs related to the user's program offices. When this filter is modified, users will only be able to view incidents that are associated to the selected waiver/programs.

Incident / Complaint: This filter is used to view incident or complaint documents only, or both types of documents. Providers do not have access to view complaints and will not see a filter to select complaints.

Incident / Complaint Types: This filter displays a list of all the incident and complaint types that are related to the user's program office.

Enterprise Incident Management – Provider

My Dashboard: Filter Settings



Document Requiring Attention: When this filter is applied, the user will only be able to see incidents where the selected document type is assigned to the user or to the user's organization. This list is determined by the selections in the incident/complaint filter.

County: Displays a list of all the counties in Pennsylvania. When this filter is applied, users will see only incident reports associated with the selected counties that they have access to view. The user-selected values will also be displayed at the top of the county list when this filter is applied.

Section 4: Recording an Incident Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Enterprise Incident Management - Provider Recording An Incident



Overview

This guide is intended to direct a provider user through the process of creating and submitting the First and Final Sections of the Incident Report and responding to OLTL comments from the Management Review document. Refer to this guide to view each step through the process. Use the table of contents below to find the specific page number of each section in the incident creation process.

Key icons

When working with documents, the status of each page can be determined by viewing the icons.



This icon represents pages that were pre-populated from a previous section or ones that are complete.



This icon represents pages that are incomplete.



This icon represents pages that must be corrected.



This icon, a red asterisk, represents a field that is required to be completed.

NOTE: Some fields that were initially optional may become required based upon the choices selected in the required fields

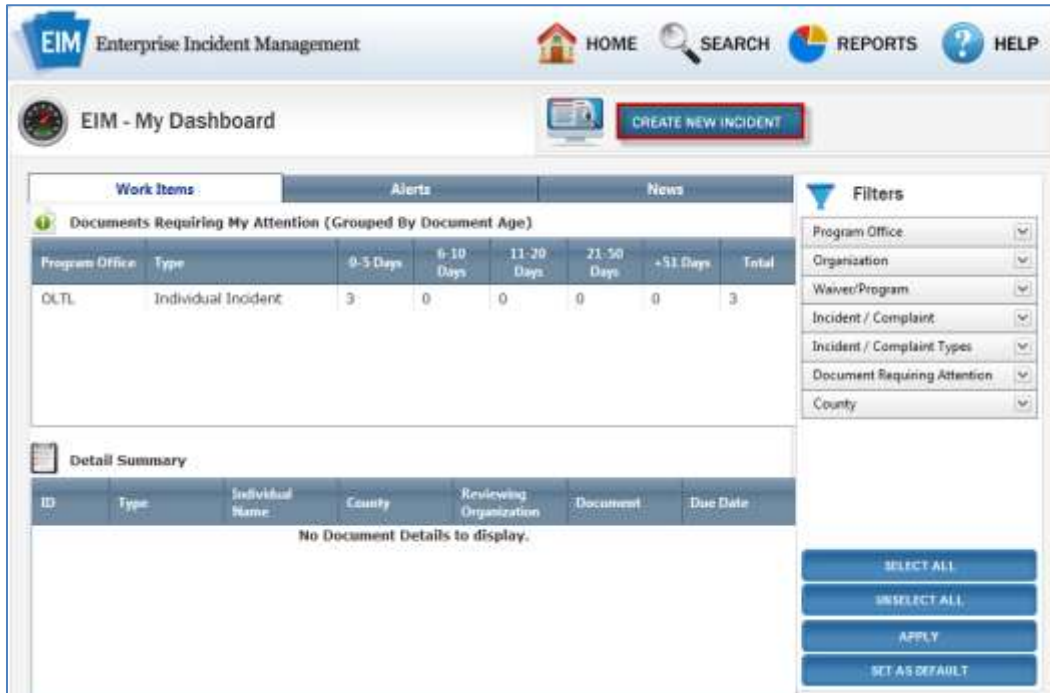
Table of Contents

Incident First Section Step-by-Step Process	26
Incident Final Section Step-by-Step Process	41
Responding to a Management Review Step-by-Step Process	54
Incident First Section Checklist.....	65
Incident Final Section Checklist.....	66
Responding to a Management Review Checklist.....	67

Incident First Section Step-by-Step Process

Step 1: Log in to the Enterprise Incident Management (EIM) system and view the *My Dashboard* screen.

Step 2: Click [CREATE NEW INCIDENT].



Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-30 Days	+31 Days	Total
CLTL	Individual Incident	3	0	0	0	0	3

Step 3: The *Individual Search* screen appears. Search for the individual for which the incident is about by clicking the **Last Name** field and enter the last name of the individual.



NOTE: The individual can also be found using their MCI number or SSN by clicking the **Identifier Type** drop-down arrow, selecting the identifier and entering the appropriate information in the **Identifier** field.

Enterprise Incident Management - Provider Incidents: Incident First Section



A Note About Searching for Individuals and Providers in EIM

The *EIM Search* screen allows users to search for **Individuals**, **Providers** and **Incidents** by clicking on the specific tabs. Users can enter information into the various search fields to conduct general or specific searches depending upon the amount of information they have and wish to enter into the search.

The following are key points to note about conducting searches in EIM:

1. An individual consumer or provider must be listed in the HCSIS system in order to be included in an incident report in the EIM system. Providers must be authorized to provide services under the specific waiver/programs associated with EIM, and individual consumers must have an approved plan and be receiving authorized services from an authorized provider in order to be included in an incident report in the EIM system.
2. EIM will only return search results on individuals, providers or incidents if the user conducting the search is authorized to view the search results. Consumer data will only show in search results if the individual consumer is in an SCUser's caseload. Consumer data will only show in search results for a direct service provider if the provider has an authorized service on the participant's plan. Provider data will only show in search results if the provider is associated with the user conducting the search. Incident data will only show in search results if the user's organization (provider agency, SC agency or program office) created the incident in the system. .
3. When a search for an individual or provider is conducted in EIM, the search is conducted in the HCSIS system database. The EIM database does not store any demographic information on individuals or providers. EIM is a system outside of HCSIS and must communicate with HCSIS in order to conduct individual or provider searches and return search results.
4. If demographic information about an individual or provider is incorrect when it displays in EIM, corrections may not be made from inside EIM. Users must log in to HCSIS with the proper user role in order to change information about an individual consumer or provider. Any changes made to demographic information about an individual or provider in HCSIS after an incident report has been created in EIM (once an Incident ID number has been assigned), will not be reflected in that EIM Incident Report. EIM incident reports are "snapshots in time", and will only store read-only versions of the individual or provider information available at the time the incident report was originally created.
5. When searching for specific incident reports in EIM, the system will search in the EIM database for incident reports that have been created or closed. The EIM database only stores incident reports that have been assigned an Incident ID number; including open incident reports, closed incident reports, and deleted incident reports. A user's ID and assigned role will determine which Incident Reports they will be able to see returned in search results.

Step 4: Once the last name is entered, click [SEARCH].

Enterprise Incident Management - Provider Incidents: Incident First Section



EIM - Search

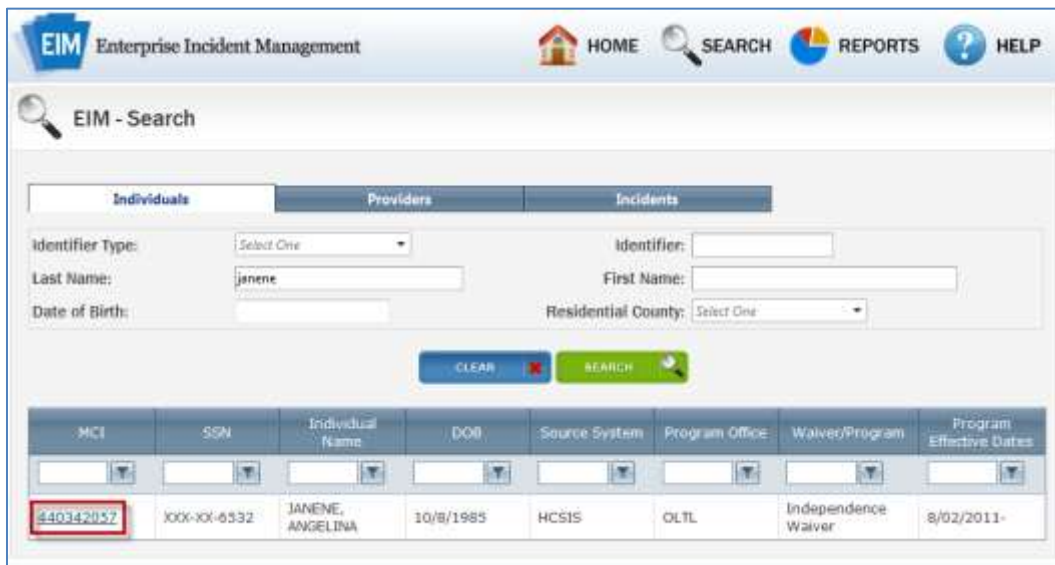
Individuals Providers Incidents

Identifier Type: Identifier:

Last Name: First Name:

Date of Birth: Residential County:

Step 5: Verify that the correct individual appears, and then click the MCI number link to select the individual.



EIM - Search

Individuals Providers Incidents

Identifier Type: Identifier:

Last Name: First Name:

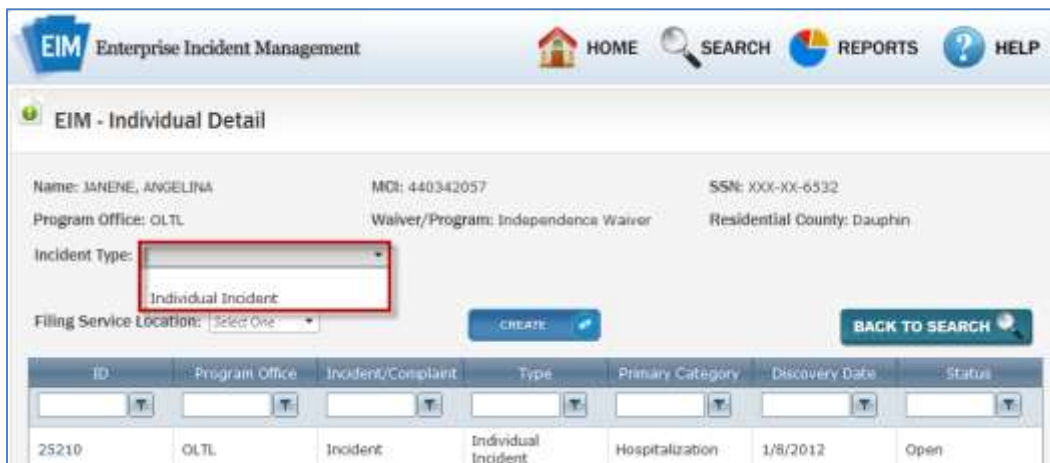
Date of Birth: Residential County:

MCI	SSN	Individual Name	DOB	Source System	Program Office	Waiver/Program	Program Effective Dates
440342057	XXX-XX-6532	JANENE, ANGELINA	10/8/1985	HCSIS	OLTL	Independence Waiver	8/02/2011-

NOTE: When searching for an individual that is not currently in HCSIS, an error message will appear **HCSIS - No Results Found**. Contact OLTL or refer to the Critical Incident Bulletin. You must submit the paper form to register the consumer in HCSIS.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 6: The *Individual Detail* screen appears. Click the **Incident Type** drop-down arrow and select **Individual Incident**.



EIM - Individual Detail

Name: JANENE, ANGELINA MCI: 440342057 SSN: XXX-XX-6532
Program Office: OLTL Waiver/Program: Independence Waiver Residential County: Dauphin

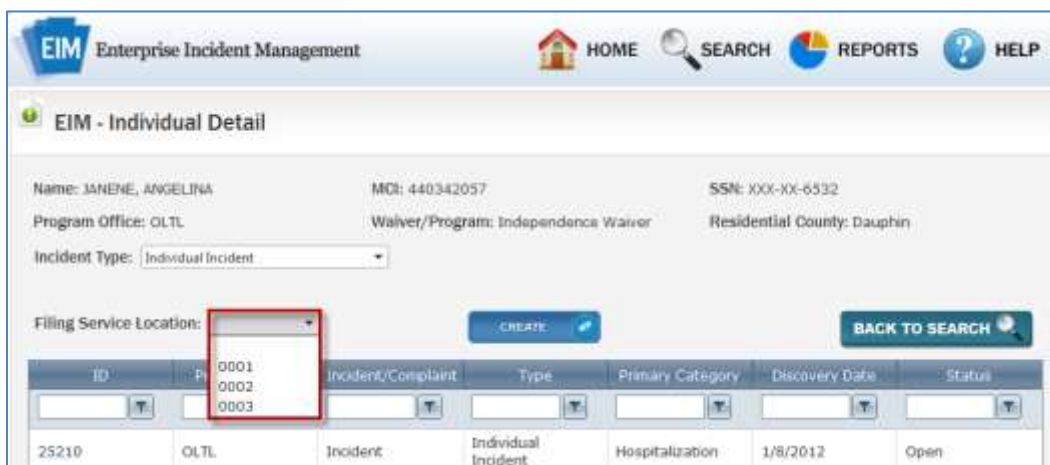
Incident Type: Individual Incident

Filing Service Location: Select One [CREATE](#) [BACK TO SEARCH](#)

ID	Program Office	Incident/Complaint	Type	Primary Category	Discovery Date	Status
25210	OLTL	Incident	Individual Incident	Hospitalization	1/8/2012	Open

NOTE: It is recommended that you review the consumer's previous incidents as listed.

Step 7: Click the **Filing Service Location** drop-down arrow and select a **Filing Service Location**.



EIM - Individual Detail

Name: JANENE, ANGELINA MCI: 440342057 SSN: XXX-XX-6532
Program Office: OLTL Waiver/Program: Independence Waiver Residential County: Dauphin

Incident Type: Individual Incident

Filing Service Location: 0001
0002
0003 [CREATE](#) [BACK TO SEARCH](#)

ID	Program Office	Incident/Complaint	Type	Primary Category	Discovery Date	Status
25210	OLTL	Incident	Individual Incident	Hospitalization	1/8/2012	Open

Enterprise Incident Management - Provider Incidents: Incident First Section



Step 8: Click [CREATE].

EIM - Individual Detail

Name: JANENE, ANGELINA MCI: 440342057 SSN: XXX-XX-6532
Program Office: OLTL Waiver/Program: Independence Waiver Residential County: Dauphin
Incident Type: Individual Incident
Filing Service Location: 0001

CREATE **BACK TO SEARCH**

ID	Program Office	Incident/Complaint	Type	Primary Category	Discovery Date	Status
25210	OLTL	Incident	Individual Incident	Hospitalization	1/8/2012	Open

Enterprise Incident Management - Provider

Incidents: Incident First Section

Step 9: The *Individual Information* screen appears. Review the individual's demographics information. Click [SAVE & CONTINUE].

Individual Information

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Individual Information

Individual Demographics

MCI: 440342057
SSN: XXX-XX-6532
Individual Name: JANENE, ANGELINA
Case Management System: HCSIS
Residential County: Dauphin
Waiver/Program: Independence Waiver
Gender: Female
Date of Birth: 10/8/1985

Individual Contact Information

Phone Number:
Email:
Address Line 1: 301 CORPORATE CENTER DR
Address Line 2:
Address Line 3:
City: CAMP HILL
State: Pennsylvania
Zip Code: 17011-0000

Case Management Details

Agency Name: SC ENTITY ONE
Assigned SC: 21845HELBY, KIM2184
Assigned SC Phone: (123)456-7890

UNDO CHANGES SAVE
< BACK **SAVE & CONTINUE >**

NOTE: If the information is not correct, changes will need to be made to the participant's record in HCSIS.

Enterprise Incident Management - Provider

Incidents: Incident First Section



Step 10: The *Initiator Information* screen appears. Review the pre-populated initiator information. Click [SAVE & CONTINUE].

Initiator Information

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: JAHENE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To Initiator Information

Initiating Organization

Organization Type: Provider:
Organization: ACCESS SERVICES
MPI (If applicable): 100000237

Initiating User

Initiator Name: Plant, Jimmy

UNDO CHANGES SAVE

« BACK **SAVE & CONTINUE »**

NOTE: If the user is an SC, they will be taken to the *Provider Search Screen* to select a Provider. Please proceed to **Step 11SCa** if you are an SC user.

Enterprise Incident Management - Provider

Incidents: Incident First Section



Step 11: The *Provider Information* screen appears. Review the provider information and select a **Provider Type** from the drop-down menu. Enter the provider agency contact person for the incident in the **Staff First Name** and **Staff Last Name** fields. Click [SAVE & CONTINUE]. Non-SC users will proceed to **Step 12**.

NOTE: If the user is an SC, they will be taken to the *Provider Search Screen* to select a Provider. Please proceed to **Step 11SCa** if you are an SC user.

Provider Information

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Status: Open

Individual: IMENE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Provider Information

Provider information:

Select Provider/Location

MPI: 100000237

Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001

Service Location Name: Access Services Main Office

Phone: (888)555-8888

Email: oltprovider@internet.com

Address Line 1: 2300 N CAMERON ST

Address Line 2: Building 3

Address Line 3: PO BOX 333

City: Columbia Cross Roads

County: Dauphin

State: Pennsylvania

Zip Code: 17110-9443

Provider Type: Direct Service Provider

Staff First Name: Sam

Staff Last Name: Browne

UNDO CHANGES **SAVE**

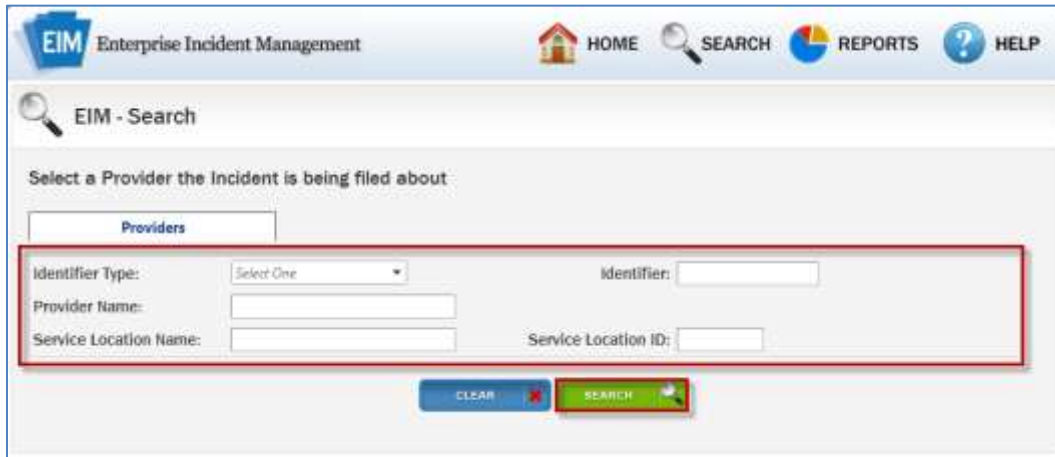
« BACK **SAVE & CONTINUE »**

NOTE: If the provider is not correct, or a different service location should be selected, click the Select Provider/Location link above the **MPI** field to reselect the provider.

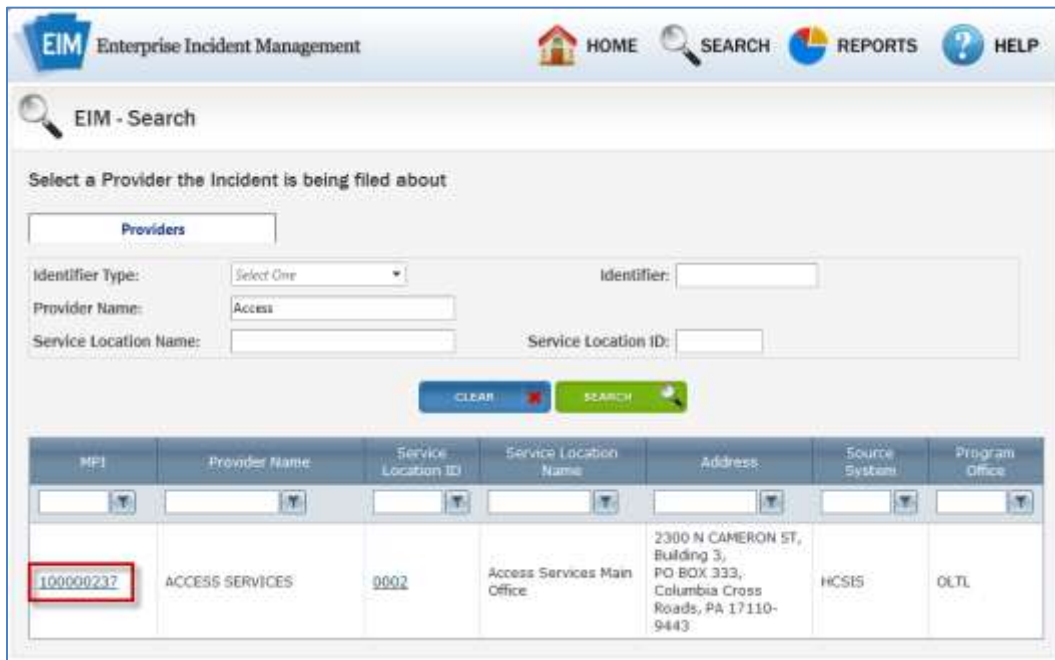
Enterprise Incident Management - Provider Incidents: Incident First Section

Step 11SCa: For SC users, the *Provider Search* screen will appear. An SC user is authorized to file incidents for the provider agencies on their consumers' plans, even if it is not their own agency. If the incident should be associated with the SC's agency, then the user will need to search for his or her agency. If the user has knowledge of an incident that occurred at another provider location (with an authorized service on the consumer's plan), the user can search for that agency, select it, and the information will be populated in the *Provider Information* screen.

1. On the *Provider Search* screen, enter the available provider search criteria and click [SEARCH].



2. The *Provider Search Results* screen appears. Select the provider from the search results by clicking on the MPI number link on the left.



MPI	Provider Name	Service Location ID	Service Location Name	Address	Source System	Program Office
100000237	ACCESS SERVICES	0002	Access Services Main Office	2300 N CAMERON ST, Building 3, PO BOX 333, Columbia Cross Roads, PA 17110-9443	HCSIS	OLTL

Enterprise Incident Management - Provider Incidents: Incident First Section



Step 11SCb: The *Provider Information* screen appears. Review the provider information and select a **Provider Type** from the drop-down menu. Enter the provider agency contact person for the incident in the **Staff First Name** and **Staff Last Name** fields. Click [SAVE & CONTINUE].

Provider Information

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: IMNEYE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Provider Information

Provider Information:

[Select Provider/Location](#)

MPI: 100000237
Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001
Service Location Name: Access Services Main Office
Phone: (888)555-8888
Email: ottprovider@internet.com
Address Line 1: 2300 N CAMERON ST
Address Line 2: Building 3
Address Line 3: PO BOX 333
City: Columbia Cross Roads
County: Dauphin
State: Pennsylvania
Zip Code: 17110-9443
Provider Type: Direct Service Provider
Staff First Name: Sam
Staff Last Name: Browne

UNDO CHANGES **SAVE**

<< BACK **SAVE & CONTINUE >>**

NOTE: If the provider is not correct, or a different service location should be selected, click the [Select Provider/Location](#) link above the **MPI** field to reselect the provider.

Enterprise Incident Management - Provider

Incidents: Incident First Section

Step 12: The *Incident Classification* screen appears. Click the **Discovery Date and Time** field to select the date and time the incident was discovered.

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Incident Classification

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: **JWENE, ANGELINA** Provider: **ACCESS SERVICES** Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To Incident Classification

Incident Classification

Discovery Date and Time:

Primary Category: **Select One**

Primary Category Date Occurred:

Secondary Category:

Certified Investigation Required?

Proceed with Investigation?

Assigned Certified Investigator:

Date Reviewed:

Reviewer:

Was this incident referred to Adult Protective Services?

Date referred to Adult Protective Services:

Was this incident referred to the Bureau of Individual Supports?

Is the individual's health and welfare at risk?

Time: 12:00 AM

Hour: Minute:

Now Done

UNDO CHANGES SAVE

< BACK SAVE & CONTINUE >

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 13: Select the **Primary Category**, the **Date the Primary Category Occurred** and a **Secondary Category**. The **Secondary Category Date Occurred** is required.

Enterprise Incident Management

HOME SEARCH REPORTS HELP

Incident Classification

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: WANE, ANGELINA Provider: ACCESS SERVICES

Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

GO TO Incident Classification

Incident Classification

Discovery Date and Time: 01/08/2012 10:00 AM

Primary Category: **Serious Injury**

Primary Category Date Occurred: 01/08/2012

Secondary Category:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	01/08/2012
<input type="checkbox"/>	Back-up Plan Failure	
<input checked="" type="checkbox"/>	Falls	01/08/2012
<input type="checkbox"/>	Medication Error	
<input type="checkbox"/>	Neglect	
<input type="checkbox"/>	Physical Abuse	
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Self Inflicted	
<input type="checkbox"/>	Service Interruption	
<input type="checkbox"/>	Suicide Attempt	
<input type="checkbox"/>	Unexplained	

Certified Investigation Required? ☐

Proceed with Investigation? ☐

Assigned Certified Investigator:

Date Reviewed:

Reviewer:

Was this incident referred to Adult Protective Services? ☐

Date referred to Adult Protective Services:

Was this incident referred to the Bureau of Individual Supports? ☐

Is the individual's health and welfare at risk? ☐

UNDO CHANGES SAVE

< BACK SAVE & CONTINUE >

NOTE: The **Secondary Category** fields that appear are dependent upon the **Primary Category** selected. In this case, the **Primary Category** is **Serious Injury** and the corresponding secondary categories are **Accidental**, **Back-up Plan Failure**, **Falls**, **Medication Error**, **Neglect**, **Physical Abuse**, **Provider Associated/Paid Caregiver**, **Self Inflicted**, **Service Interruption**, **Suicide Attempt** and **Unexplained**.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 14: Proceed directly to filling out the **Was this incident referred to Adult Protective Services?** and **Is the individual's health and welfare at risk?** fields. Click [SAVE & CONTINUE].

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Incident Classification

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: **JANE, WELSH** Provider: **ACCESS SERVICES**

Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Incident Classification

Incident Classification

Discovery Date and Time: 01/08/2012 10:00 AM

Primary Category: **Serious Injury**

Primary Category Date Occurred: 01/08/2012

Secondary Category:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	01/08/2012
<input type="checkbox"/>	Back-up Plan Failure	
<input checked="" type="checkbox"/>	Falls	01/08/2012
<input type="checkbox"/>	Medication Error	
<input type="checkbox"/>	Neglect	
<input type="checkbox"/>	Physical Abuse	
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Self Inflicted	
<input type="checkbox"/>	Service Interruption	
<input type="checkbox"/>	Suicide Attempt	
<input type="checkbox"/>	Unexplained	

Certified Investigation Required? **DETERMINE IF A CERTIFIED INVESTIGATION IS REQUIRED**

Proceed with Investigation?

Assigned Certified Investigator:

Date Reviewed:

Reviewer:

Was this incident referred to Adult Protective Services? **No**

Date referred to Adult Protective Services:

Was this incident referred to the Bureau of Individual Supports? **No**

Is the individual's health and welfare at risk? **No**

UNDO CHANGES **SAVE**

<< BACK **SAVE & CONTINUE >>**

NOTE: Providers are not required to populate the **Certified Investigation Required?** and the **Proceed with Investigation?** fields.

Enterprise Incident Management - Provider

Incidents: Incident First Section



Step 15: The *Reporter Information* screen appears. Enter as much reporter information that can be gathered. Once information has been entered, click [SAVE & CONTINUE].

Reporter Information

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANECE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Reporter Information

Reporter Information

Initial Reporter Type:

First Name:

Last Name:

Address Line 1:

Address Line 2:

Address Line 3:

City:

County:

State:

Zip Code:

Phone:

Email:

Provider: **Mike Wilson**

123 Maple Street

Camp Hill

Cumberland

Pennsylvania

17011

717-555-1212

mwillson@servermail.com

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management - Provider

Incidents: Incident First Section



Step 16: The *Incident Description* screen appears. Enter the incident description information. Once the information has been entered click [SAVE & CONTINUE].

Incident Description

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Incident Description

Incident Description

Description:

Location of Incident:

If community site or other, please explain:

Were restraints or restrictive interventions being used during the occurrence?

If restraints or restrictive interventions were used, please explain:

SC contacted consumer to remind her of the scheduled monitoring appointment for 01/12/12 at 2pm. During the phone call, the consumer reports that she fell last evening, 01/08/12 when transferring from her chair to her bed without the proper night-time care. Consumer reports that her attendants were not available to help her.

Individual's Residence

No

SAVE & CONTINUE

NOTE: Text fields have a 4,000 character limit. If more than 4,000 characters are entered in any text field, an error will appear, **Input text cannot be more than 4000 characters**, once [SAVE & CONTINUE] is clicked.

NOTE: When users copy and paste richly formatted special characters (e.g. copy and paste text that contains quotation marks from Microsoft Office) EIM stores an upside down question mark in place of the quotation marks.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 17: The *Initial Action Taken* screen appears. Enter the initial action taken information and click [SAVE & CONTINUE].

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Initial Action Taken

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Initial Action Taken

Initial Action Taken

Please describe the initial action taken:

What agencies were initially notified?

if other, please specify:

Type of investigation initiated by the provider:

SC spoke with Mike Wilson who explained his involvement with the consumer on 01/08/12. See the details below:

I, Mike Wilson, received a call from our answering service at approximately 11:00 am informing me that Angelina Janene had

- ☐ Area Agency on Aging (AAA)
- ☐ Department of Health (DOH)
- ☐ Disabilities Right Network of PA (DRN)
- ☐ Fire Department
- ☐ Law Enforcement
- ☐ Office of Developmental Programs (ODP)
- ☐ OLTL - Verbal Notification
- ☒ Provider Agency or Sub-Contractor
- ☐ Service Co-ordination Agency (SC)
- ☐ Other

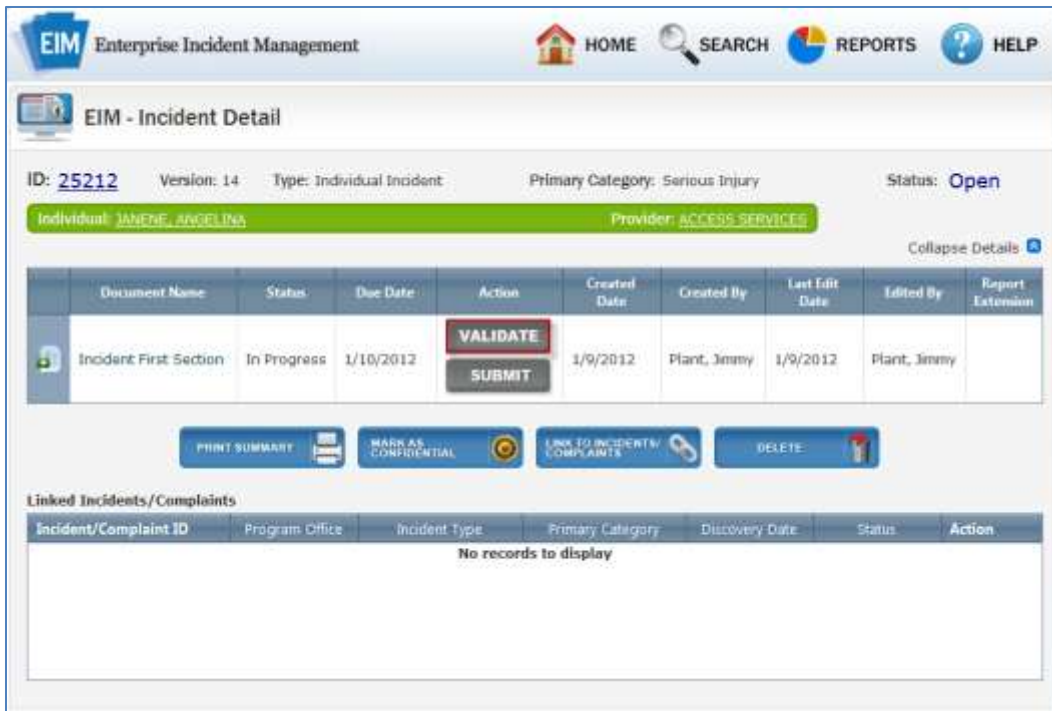
Telephonic

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management - Provider Incidents: Incident First Section

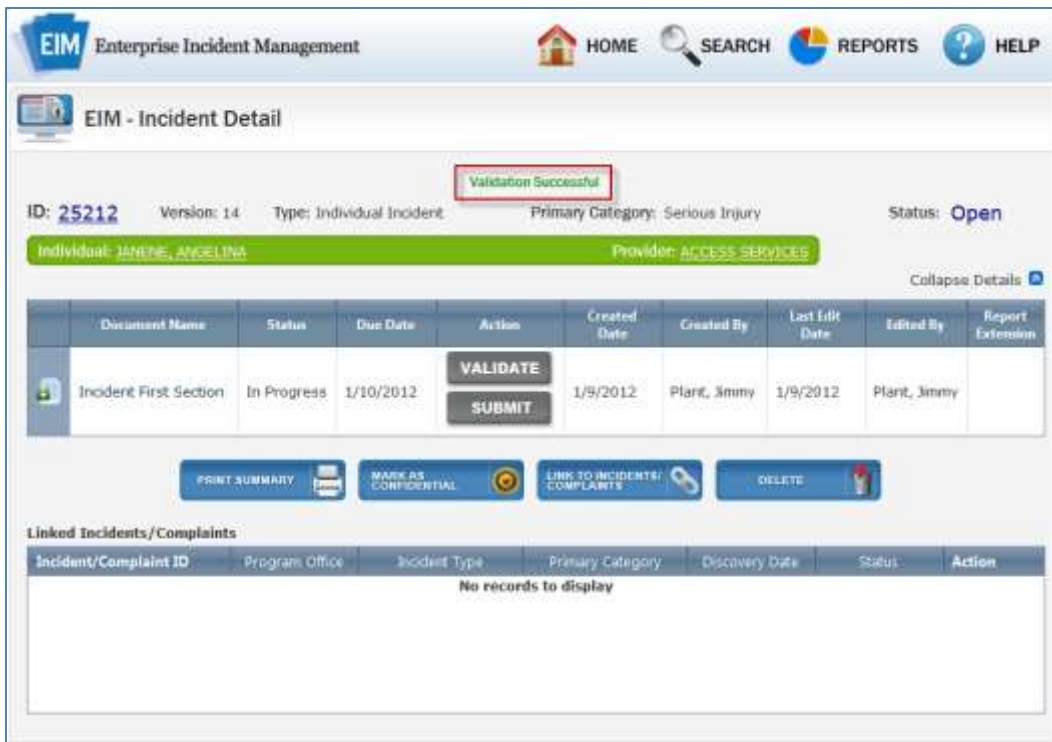
Step 18: The *Incident Detail* screen appears. Click [VALIDATE] to check that all fields in the Incident First Section have been completed.



The screenshot shows the 'EIM - Incident Detail' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' links. Below this, the incident details are displayed: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JAHNE, ANGELINA and the provider is ACCESS SERVICES. A 'Collapse Details' link is present. Below the details is a table with columns: Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains one row for 'Incident First Section' with status 'In Progress' and due date '1/10/2012'. In the 'Action' column, there are 'VALIDATE' and 'SUBMIT' buttons. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', 'LINK TO INCIDENTS/COMPLAINTS', and 'DELETE'. At the bottom, there is a section for 'Linked Incidents/Complaints' with a table that currently shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

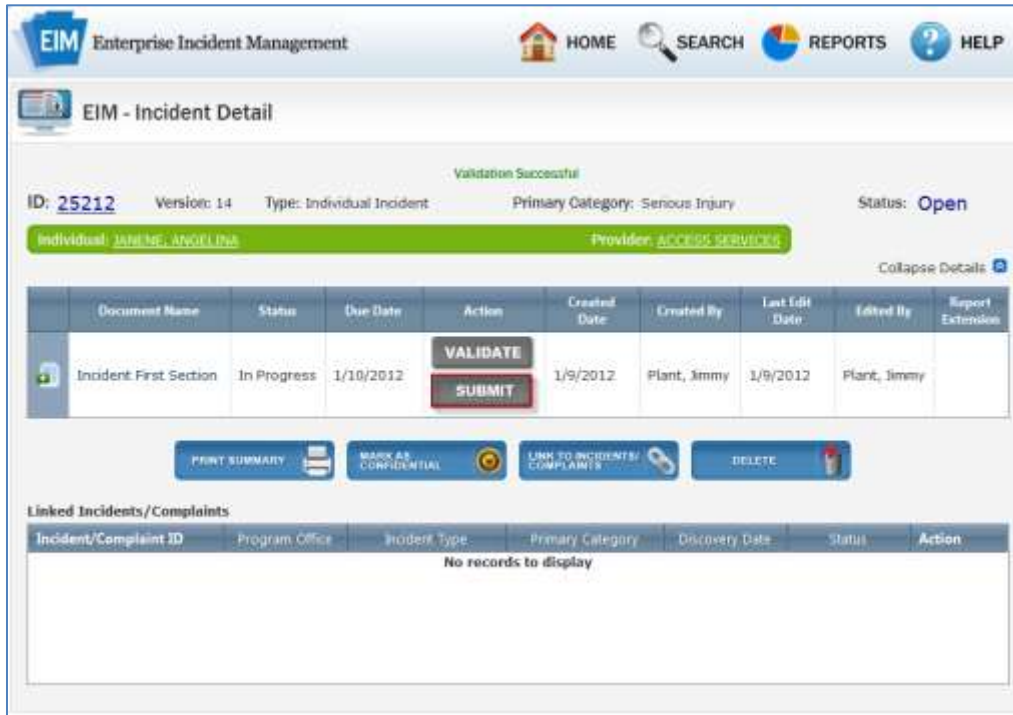
Step 19: A **Validation Successful** message will appear if all parts of the incident were completed properly.



This screenshot is identical to the previous one, but with a red box highlighting a 'Validation Successful' message that has appeared above the incident details. The rest of the screen, including the table and buttons, remains the same.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 20: Click [SUBMIT] to submit the Incident First Section.




EIM - Incident Detail

Validation Successful

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

[Collapse Details](#)

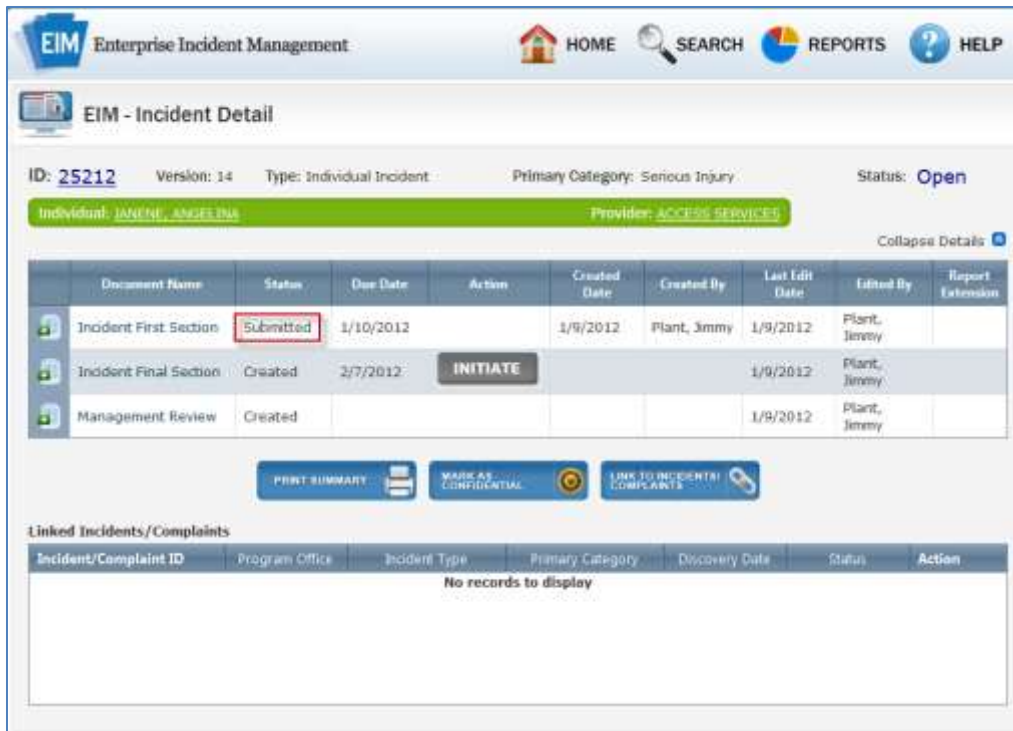
Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
 Incident First Section	In Progress	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#) [DELETE](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 21: The Incident First Section is updated to Submitted status, and the Final Section and Management Review documents appear.






EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
 Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
 Incident Final Section	Created	2/7/2012	INITIATE			1/9/2012	Plant, Jimmy	
 Management Review	Created					1/9/2012	Plant, Jimmy	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

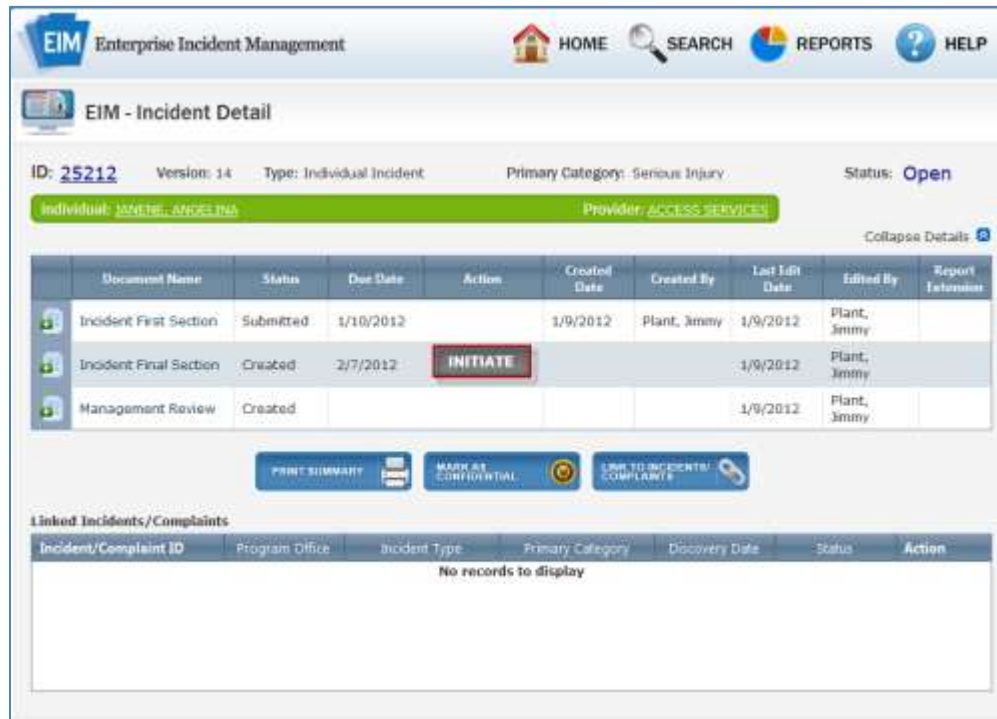
Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

This completes the creation and submission of the Incident First Section.

Incident Final Section Step-by-Step Process

Step 1: Locate the incident and click [INITIATE] for the Final Section.



EIM - Incident Detail

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES

[Collapse Details](#)

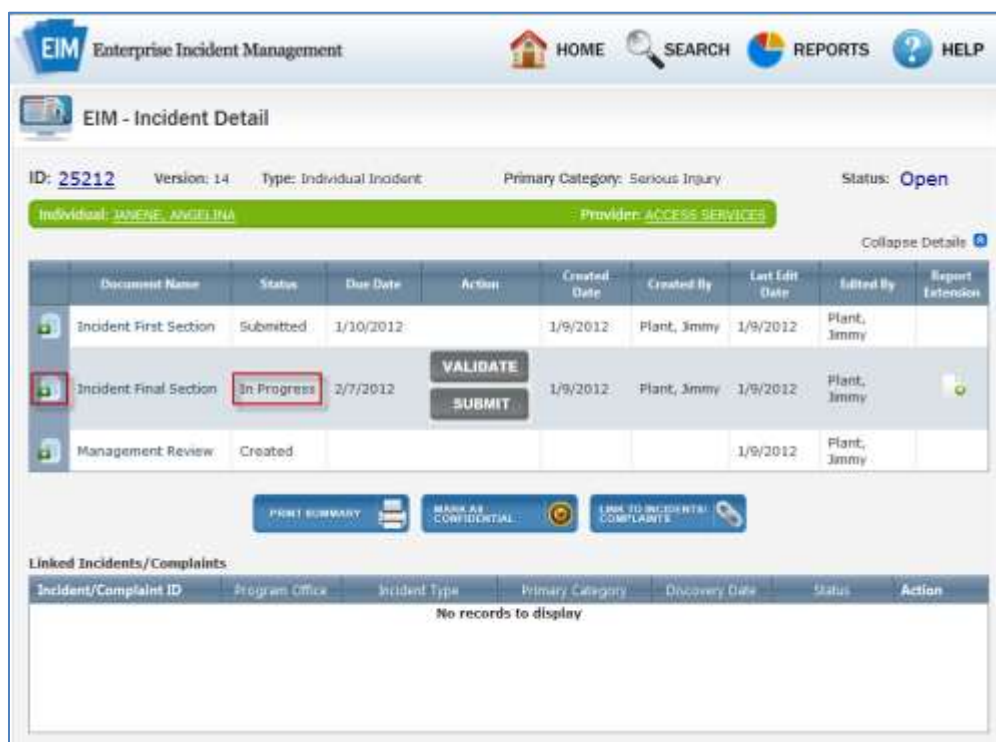
Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Created	2/7/2012	INITIATE			1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 2: The Final Section status is marked as In Progress. Expand the Final Section by clicking the [EXPAND] icon.




EIM - Incident Detail

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 3: All screens in the Final Section appear in the list below. Begin by clicking the Provider Investigation link.

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANENE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Page Name

- [Provider Investigation](#)
- [Witness Statements](#)
- [Provider Investigation Summary](#)
- [Provider/SC Agency Action Taken](#)
- [Verification of Provider Information](#)
- [Verification of Incident Classification](#)

Management Review Created 1/9/2012 Plant, Jimmy

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/ COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 4: The *Provider Investigation* screen appears. Complete all of the required fields and click [SAVE & CONTINUE].

Provider Investigation

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JANENE, ANGELINA** Provider: **ACCESS SERVICES**

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) Provider Investigation

Provider Investigation

Investigation Type:

Investigation Start Date:

Investigation End Date:

Description of Incident:

Investigation Action Taken:

Telephone:

01/10/2012

01/11/2012

See incident details entered in the first section.

Consumer is to contact ABC Staffing immediately when an attendant does not show to prevent lack of care.

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

NOTE: Text fields have a 4,000 character limit. If more than 4,000 characters are entered in any text field, an error will appear, **Input text cannot be more than 4000 characters**, once [SAVE & CONTINUE] is clicked.

NOTE: When users copy and paste richly formatted special characters (e.g. copy and paste text that contains quotation marks from Microsoft Office) EIM stores an upside down question mark in place of the quotation marks.

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 5: The *Witness Statements* screen appears. On the *Witness Statements* screen, determine if there are witnesses and select the appropriate response. If **No** is selected, click [SAVE & CONTINUE].

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Witness Statements

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: JYENE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To: Witness Statements

Are there any witnesses? * No

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 6: If **YES** is selected, complete the form with as much information as possible and click [SAVE & CONTINUE].

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Witness Statements

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCURE SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To: Witness Statements

Are there any witnesses? **Yes**

No records to display.

Witness Statements

First Name: Mike
Last Name: Wilson
Address Line 1: 123 Maple Street
Address Line 2:
Address Line 3:
City: Camp Hill
County: Cumberland
State: Pennsylvania
Zip Code: 17011
Phone Number: 717-555-1212
Email: mwilson@severmail.com
Witness Statement: I received a voicemail from the answering service that Wilma Stone did not show up for her 9:30pm visit. Angelina called them about this at 10:30 pm and was upset. The voicemail was not received by me until just before midnight.

CHECK SPELLING **UNDO CHANGES** **SAVE** **BACK** **SAVE & CONTINUE**

NOTE: If there are multiple witnesses, click [SAVE] to clear the fields and then capture as much additional witness information as possible.

Enterprise Incident Management - Provider Incidents: Incident Final Section

Step 7: The *Provider Investigation Summary* screen appears.

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Provider Investigation Summary

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **WARE, ANCELINA** Provider: **ACCESS SERVICES** [Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) Provider Investigation Summary

Provider Investigation Summary

Were referrals made to other agencies?

If so, what agency were they referred to:

- ☐ Area Agency on Aging (AAA)
- ☐ Department of Health (DOH)
- ☐ Disabilities Right Network of PA (DRN)
- ☐ Fire Department
- ☐ Law Enforcement
- ☐ Office of Developmental Programs (ODP)
- ☐ OLTL - Verbal Notification
- ☐ Provider Agency or Sub-Contractor
- ☐ Service Co-ordination Agency (SC)
- ☐ Other

Was the participant notified within 24 hours that a critical incident report has been filed?

Was participant notified of the resolution and measures implemented to prevent recurrence?

If so, who notified the individual (name, title and agency)?

Provider Investigation Action Taken:

Are further investigative actions required?

If so, please describe what additional actions are required:

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

EIM Enterprise Incident Management

3/30/2012

Page 51

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 9: The *Provider/SC Agency Action Taken* screen appears.

Provider/SC Agency Action Taken

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANCHE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) [Provider/SC Agency Action Taken](#)

Provider/SC Agency Action Taken

Which of the following outcomes occurred as a result of the incident?

If other, please describe:

Date Outcome Initiated:

Outcome narrative:

Date Outcome Completed:

Does this outcome assist in preventing recurrence?

If no, please explain:

CHECK SPELLING ☒ **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 10: Complete the *Provider/SC Agency Action Taken* screen and click [SAVE & CONTINUE].

Enterprise Incident Management

HOME SEARCH REPORTS HELP

Provider/SC Agency Action Taken

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JAMENE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	In Progress	2/7/2012	<div><div>VALIDATE</div><div>SUBMIT</div></div>	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To:](#) [Provider/SC Agency Action Taken](#)

Provider/SC Agency Action Taken

Which of the following outcomes occurred as a result of the incident?
If other, please describe:

Date Outcome Initiated:
Outcome narrative:

Date Outcome Completed:
Does this outcome assist in preventing recurrence?
If no, please explain:

Adjusted Service Plan

01/10/2012

Consumer is to contact ABC Staffing immediately when an attendant does not show to prevent lack of care.

01/11/2012

Yes

CHECK SPELLING

UNDO CHANGES

SAVE

« BACK

SAVE & CONTINUE »

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 11: The *Verification of Provider Information* screen appears. Review the information and click [SAVE & CONTINUE].

EIM - Verification of Provider Information

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JANE, ANGELINA** Provider: **ACCESS SERVICES**

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) **Verification of Provider Information**

Provider Information:

[Select Provider/Location](#)

MPT: 100000237

Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001

Service Location Name: Access Services Main Office

Phone: (888)555-8888

Email: oltprovider@internet.com

Address Line 1: 2300 N CAMERON ST

Address Line 2: Building 3

Address Line 3: PO BOX 333

City: Columbia Cross Roads

County: Dauphin

State: Pennsylvania

Zip Code: 17110-9443

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

NOTE: If a different provider or service location needs to be selected, click the [Select Provider/Location](#) link to reselect the provider.

Enterprise Incident Management - Provider

Incidents: Incident Final Section



Step 12: The *Verification of Incident Classification* screen appears. Review the information and click [SAVE & CONTINUE].

Verification of Incident Classification

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) Verification of Incident Classification

Verification of Incident Classification

Discovery Date and Time: **01/08/2012 10:00 AM**

Primary Category: **Serious Injury**

Primary Category Date Occurred: **01/08/2012**

Secondary Category:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	01/08/2012
<input type="checkbox"/>	Back-up Plan Failure	
<input checked="" type="checkbox"/>	Falls	01/08/2012
<input type="checkbox"/>	Medication Error	
<input type="checkbox"/>	Neglect	
<input type="checkbox"/>	Physical Abuse	
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Self Inflicted	
<input type="checkbox"/>	Service Interruption	
<input type="checkbox"/>	Suicide Attempt	
<input type="checkbox"/>	Unexplained	

Reason for Reclassification (if applicable):

Certified Investigation Required? **Not Allowed**

Proceed with Investigation? **No**

Assigned Certified Investigator:

[CHECK SPELLING](#) [UNDO CHANGES](#) [SAVE](#)

[« BACK](#) [SAVE & CONTINUE »](#)

NOTE: If a new primary or secondary category is selected on this screen, the **Reason for Reclassification** text box is mandatory.

Enterprise Incident Management - Provider

Incidents: Incident Final Section

Step 13: The *Incident Detail* screen appears. Click [VALIDATE] to validate the Incident Final Section.

The screenshot shows the 'EIM - Incident Detail' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the incident details are displayed: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANENE, ANGELINA and the provider is ACCESS SERVICES. A table lists the incident sections: Incident First Section (Submitted, 1/10/2012), Incident Final Section (In Progress, 2/7/2012), and Management Review (Created, 1/9/2012). The Incident Final Section row has a 'VALIDATE' button highlighted with a red box. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. At the bottom, a section for 'Linked Incidents/Complaints' shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/10/2012	Parker, Brad	
Management Review	Created					1/9/2012	Plant, Jimmy	

Step 14: A **Validation Successful** message will appear if all parts of the Final Section were completed properly.

This screenshot is identical to the previous one, but with a 'Validation Successful' message box highlighted with a red box above the incident details. The message box contains the text 'Validation Successful'.

Enterprise Incident Management - Provider

Incidents: Incident Final Section

Step 15: Click [SUBMIT] to submit the Incident Final Section.

The screenshot shows the 'EIM - Incident Detail' page for incident ID 25212. The incident is of Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The Individual is JANE, ANGELINA and the Provider is ACCESS SERVICES. A table lists the incident sections: Incident First Section (Submitted), Incident Final Section (In Progress), and Management Review (Created). The Incident Final Section row has 'VALIDATE' and 'SUBMIT' buttons. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. A 'Linked Incidents/Complaints' section at the bottom shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/10/2012	Parker, Brad	
Management Review	Created					1/9/2012	Plant, Jimmy	

Step 16: The Incident Final Section is updated to Submitted status.

This screenshot is identical to the previous one, but the status of the 'Incident Final Section' has been updated from 'In Progress' to 'Submitted'. The 'SUBMIT' button is no longer visible, and the status cell now displays 'Submitted'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Submitted	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Parker, Brad	
Management Review	Created	1/10/2012				1/10/2012	Parker, Brad	

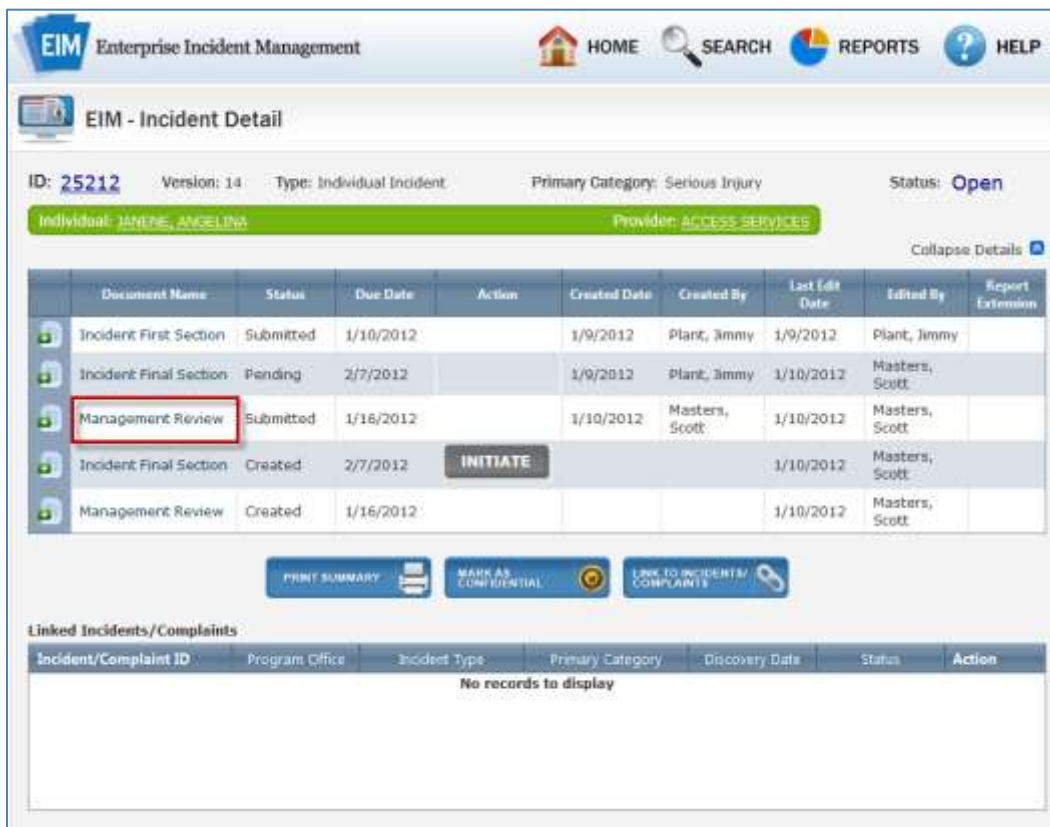
This completes the creation and submission of the Incident Final Section.

Responding to a Management Review Step-by-Step Process

After the Incident Final Section is submitted, it will be reviewed and investigated during the Management Review and Review Investigation conducted by OLTL program office staff. The Incident Final Section will then be assigned either an **Acknowledged** or a **Pending** status.

- If the status is **Acknowledged**, no further action is required. The incident will be closed by OLTL staff.
- If the status is **Pending**, a new Incident Final Section will be created. Follow the steps outlined in the Responding to a Management Review Step-by-Step Process section below to respond to the comments provided by an OLTL management reviewer.

Step 1: Locate the incident from *My Dashboard* or using the *Search* screen functions. Click the Management Review link to read the Management Review document and determine any changes to the Incident Final Section required from the review.



EIM - Incident Detail

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JAHNE, ANGELINA** Provider: **ACCESS SERVICES**

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENT/COMPLAINT](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Note: The original Incident Final Section status displays as **Pending** in the **Incident Detail** panel when it has been marked as **Pending** by the Management Review.

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 2: The *Investigation Assignment* screen appears. Click [CONTINUE] to navigate to the *Review Information* screen..

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Investigation Assignment

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANINE, ANORELINA Provider: ACCESS SERVICES [Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
	Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[Go To](#) Investigation Assignment

Investigation Assignment

Does the incident require additional investigation? Optional

Proceed with investigation?

Assigned Investigator:

Investigation Approval Status:

If the investigation was not approved, please provide comments:

« BACK **CONTINUE »**

Enterprise Incident Management - Provider Incidents: Responding to Review



Step 3: The *Review Information* screen appears. On the *Review Information* screen, the **Review Approval Status** field will display the **Pending** status. Review the required changes identified in the **If the incident report is pending, please provide comments** field.

Click the incident ID number to return to the incident detail screen.

The screenshot displays the 'EIM - Incident Detail' page. At the top, there's a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below this, the incident details are shown: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, Status: Open. The individual is JANE, ANGELINA and the provider is ACCESS SERVICES. A table lists document history with columns for Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The 'Management Review' section is highlighted, showing a 'Pending' status and a red-bordered comment box stating: 'The consumer must have a back up plan. All waiver consumers must have back up plans. This incident cannot be approved until the back up plan is in place and documented. Please review and submit the consumers back up plan in the event no assistance is available.' Below this, there are fields for 'Review Date' (01/10/2012), 'Review Approval Status' (Pending), and a section for 'If the incident report is pending, please provide comments:'. Further down, there are questions about incident closure and outcomes, with dropdown menus for 'No' and 'Adjust Service Plan'. At the bottom, there are 'BACK' and 'CONTINUE' buttons.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Management Review

Review Date: 01/10/2012

Review Approval Status: Pending

If the incident report is pending, please provide comments:

The consumer must have a back up plan. All waiver consumers must have back up plans. This incident cannot be approved until the back up plan is in place and documented. Please review and submit the consumers back up plan in the event no assistance is available.

Incident Closure Date:

Was the incident closed on time?

Was the BIS regional supervisor alerted?

Is the incident high profile?

If so, was executive staff apprised?

Did any of the following outcomes occur as a result of the incident?

If other, please describe:

Adjust Service Plan

« BACK CONTINUE »

Enterprise Incident Management - Provider

Incidents: Responding to Review



Step 4: Click [INITIATE] to begin the new Incident Final Section and make updates based upon the comments entered in the **If the incident report is pending, please provide comments** field found on the management review page.

Enterprise Incident Management

HOME SEARCH REPORTS HELP

EIM - Incident Detail

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JANENE, ANGELINA** Provider: **ACCESS SERVICES**

[Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
	Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Management Review

Review Date:

1/10/2012

Review Approval Status:

Pending

If the incident report is pending, please provide comments:

The consumer must have a back up plan. All waiver consumers must have back up plans. This incident cannot be approved until the back up plan is in place and documented. Please review and submit the consumers back up plan in the event no assistance is available.

Incident Closure Date:

Was the incident closed on time?

Was the BIS regional supervisor alerted?

No

Is the incident high profile?

No

If so, was executive staff apprised?

Did any of the following outcomes occur as a result of the incident?

Adjustment Service Plan

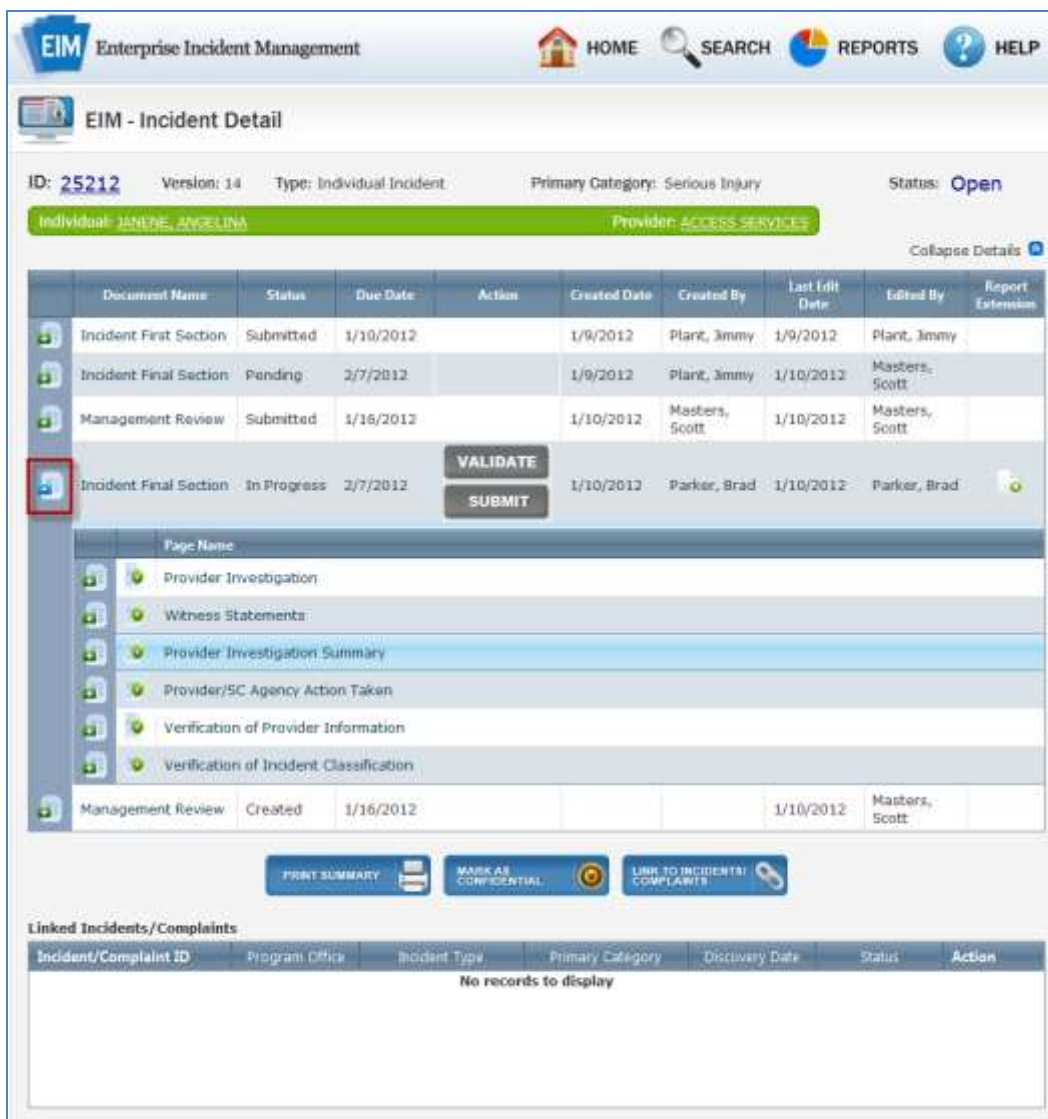
If other, please describe:

« BACK

CONTINUE »

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 5: The new Final Section document's status is marked as **In Progress**. Click the [EXPAND] icon that is adjacent to the new Incident Final Section.



The screenshot displays the 'EIM - Incident Detail' page. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' links. Below this, the incident details are shown: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANENE, ANGELINA and the provider is ACCESS SERVICES. A 'Collapse Details' link is present.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	

Below the table, there is a section for 'Page Name' with a list of documents: Provider Investigation, Witness Statements, Provider Investigation Summary, Provider/SC Agency Action Taken, Verification of Provider Information, and Verification of Incident Classification. Each item has a green checkmark icon. A 'Management Review' document is also listed with a status of 'Created' and a due date of 1/16/2012.

At the bottom, there are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. Below these buttons is a section titled 'Linked Incidents/Complaints' with a table that has columns for Incident/Complaint ID, Program Office, Incident Type, Primary Category, Discovery Date, Status, and Action. The table currently shows 'No records to display'.

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 6: Navigate to the screen requiring changes based on the Management Review comments. In this case, it is the *Provider/SC Agency Action Taken* screen. Click the Provider/SC Agency Action Taken link.

The screenshot displays the 'EIM - Incident Detail' page. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' links. Below this, the incident details are shown: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANE, ANGELINA and the provider is ACCESS SERVICES. A 'Collapse Details' link is also present.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	

Below the table is a list of documents with a 'Page Name' column. The documents are:

- Provider Investigation
- Witness Statements
- Provider Investigation Summary
- Provider/SC Agency Action Taken** (highlighted with a red box)
- Verification of Provider Information
- Verification of Incident Classification

At the bottom of the document list, there is a 'Management Review' entry with status 'Created' and due date '1/16/2012'.

Below the document list, there are three buttons: 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'.

At the bottom, there is a section titled 'Linked Incidents/Complaints' with a table that has columns: Incident/Complaint ID, Program Office, Incident Type, Primary Category, Discovery Date, Status, and Action. The table currently shows 'No records to display'.

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 7: Enter the outcome in the **Outcome Narrative** field and click [SAVE & CONTINUE].

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Provider/SC Agency Action Taken

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICE

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[Go To](#) Provider/SC Agency Action Taken

Provider/SC Agency Action Taken

Which of the following outcomes occurred as a result of the incident?
If other, please describe:

Date Outcome Initiated: 1/10/2012

Outcome narrative: **Consumer is to contact ABC Staffing immediately when an attendant does not show to prevent lack of care per the back up plan.**

Date Outcome Completed: 1/11/2012

Does this outcome assist in preventing recurrence? Yes

If no, please explain:

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Note: You must click [SAVE & CONTINUE] through the remaining screens to ensure that all information has been entered.

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 8: Click [SAVE & CONTINUE] to move through the remaining screens of the Incident Final Section.

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

EIM - Verification of Provider Information

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JANE, ANGELINA** Provider: **ACCESS SERVICES**

[Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	In Progress	2/7/2012	<div>VALIDATE SUBMIT</div>	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[Go To](#) Verification of Provider Information

Provider Information:

[Select Provider/Location](#)

MPI: 100000237
Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001
Service Location Name: Access Services Main Office
Phone: (888)555-8888
Email: oitprovider@internet.com
Address Line 1: 2300 N CAMERON ST
Address Line 2: Building 3
Address Line 3: PO BOX 333
City: Columbia Cross Roads
County: Dauphin
State: Pennsylvania
Zip Code: 17110-9443

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management - Provider

Incidents: Responding to Review

Step 9: Once you have clicked [SAVE & CONTINUE] on the *Verification of Provider Information* and the *Verification of Incident Classification* screens, click [VALIDATE].

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 10: A **Validation Successful** message appears if all parts of the incident were completed properly.

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

[Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Validation Successful

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management - Provider Incidents: Responding to Review



Step 11: Click [SUBMIT] to submit the new Incident Final Section.

EIM Enterprise Incident Management [HOME](#) [SEARCH](#) [REPORTS](#) [HELP](#)

EIM - Incident Detail

Validation Successful

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANENE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

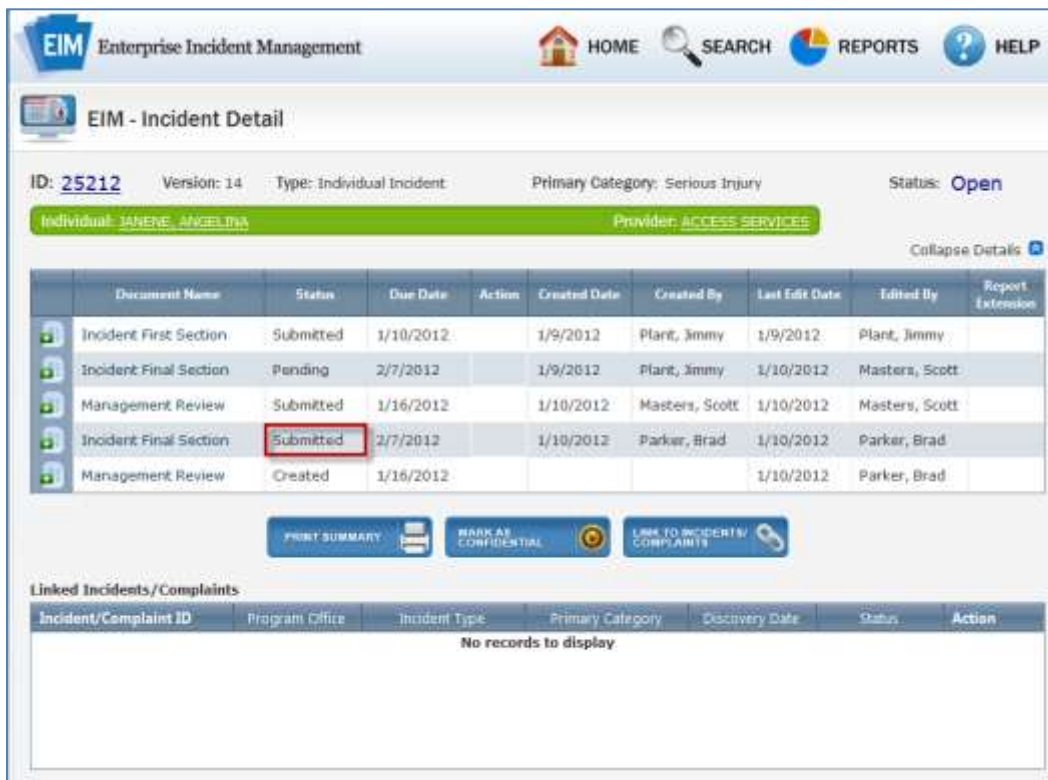
[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 12: The new Final Section is updated to Submitted status.



The screenshot displays the 'EIM - Incident Detail' page for incident ID 25212. The incident is categorized as 'Individual Incident' with a 'Primary Category' of 'Serious Injury' and a status of 'Open'. The individual involved is JAHENE, ANGELINA, and the provider is ACCESS SERVICES. A table below lists the incident's document history, showing the 'Incident Final Section' has been updated to 'Submitted' status on 2/7/2012 by Parker, Brad. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENT COMPLAINTS'. At the bottom, a section for 'Linked Incidents/Complaints' shows no records.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

This completes the Responding to a Management Review process.

Incident First Section Checklist

Step 1: Log in to the Enterprise Incident Management system and view the <i>My Dashboard</i> screen.
Step 2: Click [CREATE NEW INCIDENT].
Step 3: The <i>Individual Search</i> screen appears. Search for the Individual by name or an identifier (an SSN, an MCI number, etc.).
Step 4: Once the individual information is entered, click [SEARCH].
Step 5: Verify that the correct individual appears, and then click the <u>MCI number</u> link.
Step 6: The <i>Individual Detail</i> screen appears. Click the Incident Type drop-down arrow and select Individual Incident .
Step 7: Click the Filing Service Location drop-down arrow and select a Filing Service Location .
Step 8: Click [CREATE].
Step 9: The <i>Individual Information</i> screen appears. Review the individual's demographics information. Click [SAVE & CONTINUE].
Step 10: The <i>Initiator Information</i> screen appears. Review the initiator information. Click [SAVE & CONTINUE]. NOTE: If the user is an SC, they will be taken to the <i>Provider Search Screen</i> to select a Provider. Please proceed to Step 11SCa if you are an SC user.
Step 11: The <i>Provider Information</i> screen appears. Review the provider information and select a Provider Type from the drop-down menu. Enter the provider agency contact person for the incident in the Staff First and Last Name fields. Click [SAVE & CONTINUE]. Proceed to step 12. NOTE: If the user is an SC, they will be taken to the <i>Provider Search Screen</i> to select a Provider. Please proceed to Step 11SCa if you are an SC user.
Step 11SCa: For SC users, the <i>Provider Search</i> screen will appear. An SC user is authorized to file incident for the provider agencies on their consumers' plans, even if it is not their own agency. If the incident should be associated with the SC's agency, then the user will need to search for his or her agency. If the user has knowledge of an incident that occurred at another provider location (with an authorized service on the consumer's plan), the user can search for that agency, select it, and the information will be populated in the <i>Provider Information</i> screen. 1. On the Provider Search screen, enter the available Provider search criteria and click [SEARCH]. 2. The <i>Provider Search Results</i> screen appears. Select the Provider from the search results by clicking on their <u>MPI number</u> link on the left.
Step 11SCb: The <i>Provider Information</i> screen appears. Review the provider information and select a Provider Type from the drop-down menu. Enter the provider agency contact person for the incident in the Staff First Name and Staff Last Name fields. Click [SAVE & CONTINUE]. Proceed to step 12.
Step 12: The <i>Incident Classification</i> screen appears. Click the Discovery Date and Time field to select the date and time the incident was discovered.
Step 13: Select the Primary Category , the Date the Primary Category Occurred and the Secondary Category . The secondary category Date Occurred is required.
Step 14: Proceed directly to filling out the Was this incident referred to Adult Services? , Was this incident referred to BIS , and Is the individual's health and welfare at risk? fields. Click [SAVE & CONTINUE].
Step 15: The <i>Reporter Information</i> screen appears. Enter as much reporter information that can be gathered. Once information has been entered, click [SAVE & CONTINUE].
Step 16: The <i>Incident Description</i> screen appears. Enter the incident description information. Once the information has been entered, click [SAVE & CONTINUE].

Step 17: The *Initial Action Taken* screen appears. Enter the initial action taken information and click [SAVE & CONTINUE].

Step 18: The *Incident Detail* screen appears. Click [VALIDATE] to check that all fields in the Incident First Section have been completed.

Step 19: A **Validation Successful** message will appear if all parts of the incident were completed properly.

Step 20: Click [SUBMIT] to submit the Incident First Section.

Step 21: The Incident First Section is updated to Submitted status, and the Final Section and Management Review documents appear.

This completes the creation and submission of the Incident First Section.

Incident Final Section Checklist

Step 1: Locate the incident and click [INITIATE] for the Final Section.
Step 2: The Final Section status is marked as In Progress. Expand the Final Section by clicking the [EXPAND] icon.
Step 3: All screens in the Final Section appear in the list below. Begin by clicking the <u>Provider Investigation</u> link.
Step 4: The <i>Provider Investigation</i> screen appears. Complete all of the required fields and click [SAVE & CONTINUE].
Step 5: The <i>Witness Statements</i> screen appears. On the <i>Witness Statements</i> screen, determine if there are witnesses and select the appropriate response. If NO is selected, click [SAVE & CONTINUE].
Step 6: If YES is selected, complete the form and click [SAVE & CONTINUE].
Step 7: The <i>Provider Investigation Summary</i> screen appears.
Step 8: Complete the <i>Provider Investigation Summary</i> page and click [SAVE & CONTINUE].
Step 9: The <i>Provider/SC Agency Action Taken</i> screen appears.
Step 10: Complete the <i>Provider/SC Agency Action Taken</i> screen and click [SAVE & CONTINUE].
Step 11: The <i>Verification of Provider Information</i> screen appears. Review the information and click [SAVE & CONTINUE].
Step 12: The <i>Verification of Incident Classification</i> screen appears. Review the information and click [SAVE & CONTINUE].
Step 13: The <i>Incident Detail</i> screen appears. Click [VALIDATE] to validate the Incident Final Section.
Step 14: A Validation Successful message will appear if all parts of the incident were completed properly.
Step 15: Click [SUBMIT] to submit the Incident Final Section.
Step 16: The Incident Final Section is updated to Submitted status.

This completes the creation and submission of the Incident Final Section

Responding to a Management Review Checklist

Step 1: Locate the incident from the <i>My Dashboard</i> or using the <i>Search</i> screen functions. Click the <u>Management Review</u> link to read the Management Review document and determine any changes to the Incident Final Section are required from the review.
Step 2: The <i>Investigation Assignment</i> screen appears. Click [CONTINUE] to navigate to the <i>Review Information</i> screen.
Step 3: On the <i>Review Information</i> screen, the Review Approval Status field will display the Pending status. Review the required changes identified in the If the incident report is pending, please provide comments field.
Step 4: Click [INITIATE] to begin the new Incident Final Section and make updates based upon the comments entered in the Management Review.
Step 5: Click the [EXPAND] icon for the Incident Final Section.
Step 6: Navigate to the screen requiring changes based on the Management Review comments.
Step 7: Enter the outcome in the Outcome Narrative field and click [SAVE & CONTINUE].* Note: This step will be specific to each incident report.
Step 8: Click [SAVE & CONTINUE] to move through the remaining screens of the Incident Final Section.
Step 9: Once you have clicked [SAVE & CONTINUE] on the <i>Verification of Provider Information</i> and the <i>Verification of Incident Classification</i> screens. Click [VALIDATE].
Step 10: A Validation Successful message appears if all parts of the incident were completed properly.
Step 11: Click [SUBMIT] to submit the new Incident Final Section.
Step 12: The new Final Section is updated to Submitted status.

This completes the creation and submission of the Response to a Management Review.

Section 5: Incidents – Abuse, Neglect and Exploitation

Enterprise Incident Management

Overview

This job aid is intended as a guide for providers to understand what occurs in Enterprise Incident Management (EIM) when an incident has the primary category of abuse, neglect or exploitation. When an individual is over 60, the incident is referred to Older Adult Protective Services (OAPS). Individuals under 60 are referred to the Bureau of Individual Support (BIS). Use this guide to view the next steps that occur in EIM when an incident is categorized as abuse, neglect, or exploitation and indicated as such in EIM.

Why does the system automatically skip screens in the final section when the primary category is abuse, neglect or exploitation?

On the *Incident Classification* screen in the First Section of the Incident Report, users are required to answer the mandatory question **Was the incident reported to Adult Protective Services?** using the drop-down list. The answer choices are **Yes** and **No**.

EIM will require the user to select **Yes** if:

- The individual is over 60 years old
AND
- The incident primary category is abuse, neglect or exploitation

EIM will determine the individual's age based on the **Date of Birth** field on the *Individual Information* screen. The incident primary category is selected on the *Incident Classification* screen.

 **IMPORTANT:** EIM will not pre-populate the **Was the incident reported to Adult Protective Services or Was this incident referred to the Bureau of Individual Support?** fields with **Yes** if the above criteria are satisfied. The user will need to select **Yes** from the drop-down list.

NOTE: If the user selects **No** when the above criteria are satisfied, the user will receive an error message. All allegations of abuse, neglect and exploitation under the Older Adult Protective Service Act must be referred to the local Area Agency on Aging (AAA). For individuals under 60 years old it must be referred to the Bureau of Individual Support.

Once a user has indicated that the incident was referred to the Older Adult Protective Services at the AAA and the above conditions are met, or when the individual is under 60 and the incident primary category is abuse, neglect or exploitation and the response is **Yes** to the question **Was this incident referred to the Bureau of Individual Support?**, EIM will automatically take the following steps:

- The *Incident Description* and the *Initial Action Taken* screens in the First Section of the incident report will not appear.
- When the user submits the First Section, the information from the *Incident Classification* and *Provider Information* screens will be carried over to the Final Section, and the Final Section will automatically be submitted.

NOTE: EIM does not automatically submit the First Section when these conditions are met. Users must click [SUBMIT] on the *Incident Detail* screen to submit the First Section.

A Management Review is still required for incidents that have been marked in EIM as having been referred to Adult Protective Services. Users with the Incident Reviewer role will be able to review and close incidents that have been marked as referred to Adult Protective Services by reviewing the First and Final Sections of the incident report.

NOTE: Selecting **Yes** in the **Was the incident reported to Adult Protective Services?** drop-down list does not automatically notify Adult Protective Services. The person reporting the incident **must contact their local Area Agency on Aging and make an oral report to Protective Services.**

Section 6: Additional Functionality Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

This job aid is intended to guide a user through the process of four additional functions in EIM. These additional functions provide users with increased value in EIM. Use this guide to view the steps for each of these processes. Use the table of contents below to learn more about each additional functionality.

Table of Contents

Linking Incidents	72
Print Summary	77
Mark As Confidential.....	79
Report Extension	82
Delete an Incident.....	85
Linking Incidents Checklist	88
Print Summary Checklist	88
Mark as Confidential Checklist	88
Report Extension Checklist.....	89
Delete an Incident Checklist	89

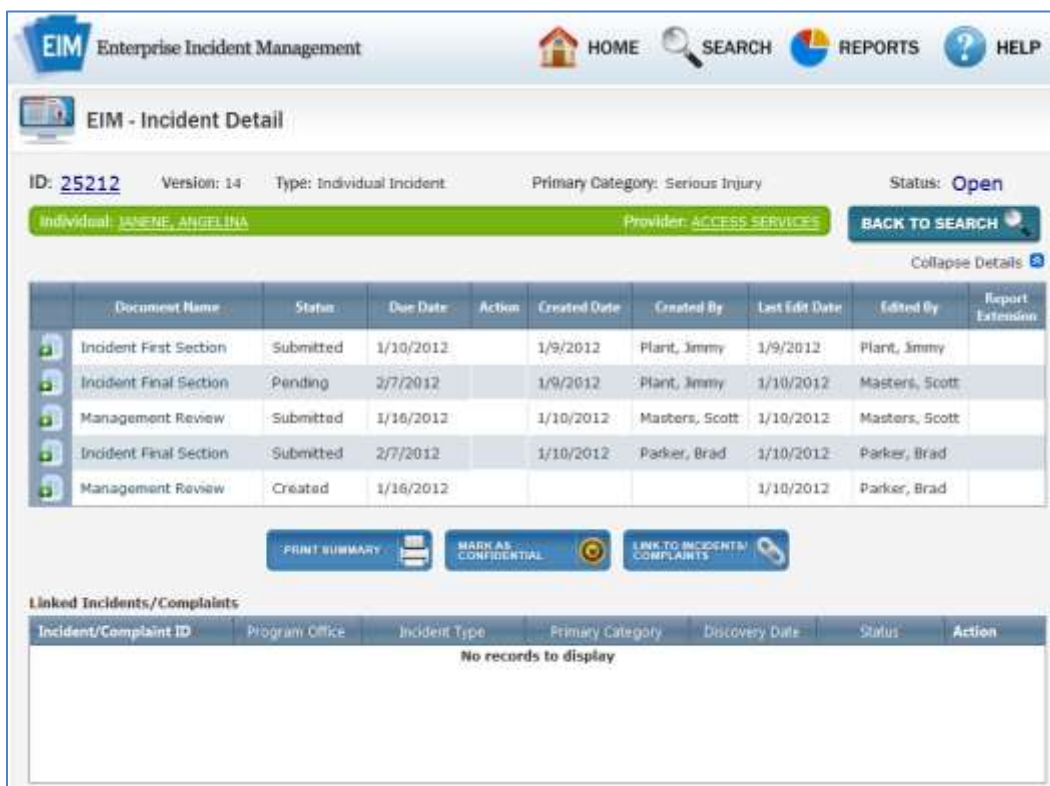
Linking Incidents

This function provides the capability to link incidents to related incidents. Providers and OLTL users can link incidents in cases where participants have multiple similar incidents, multiple participants are involved in the same incident or there is a progression of related incidents, etc.

NOTE: Providers do not have access to complaints, but they will be able to see when complaints are linked to any incidents they are able to view.

To Link Incidents in EIM:

Step 1: Navigate to the *Incident Detail* screen.



The screenshot shows the EIM - Incident Detail screen. At the top, there is a navigation bar with links for HOME, SEARCH, REPORTS, and HELP. Below this, the page title is "EIM - Incident Detail". The incident details are displayed as follows:

- ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**
- Individual: [JANENE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [BACK TO SEARCH](#)
- [Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

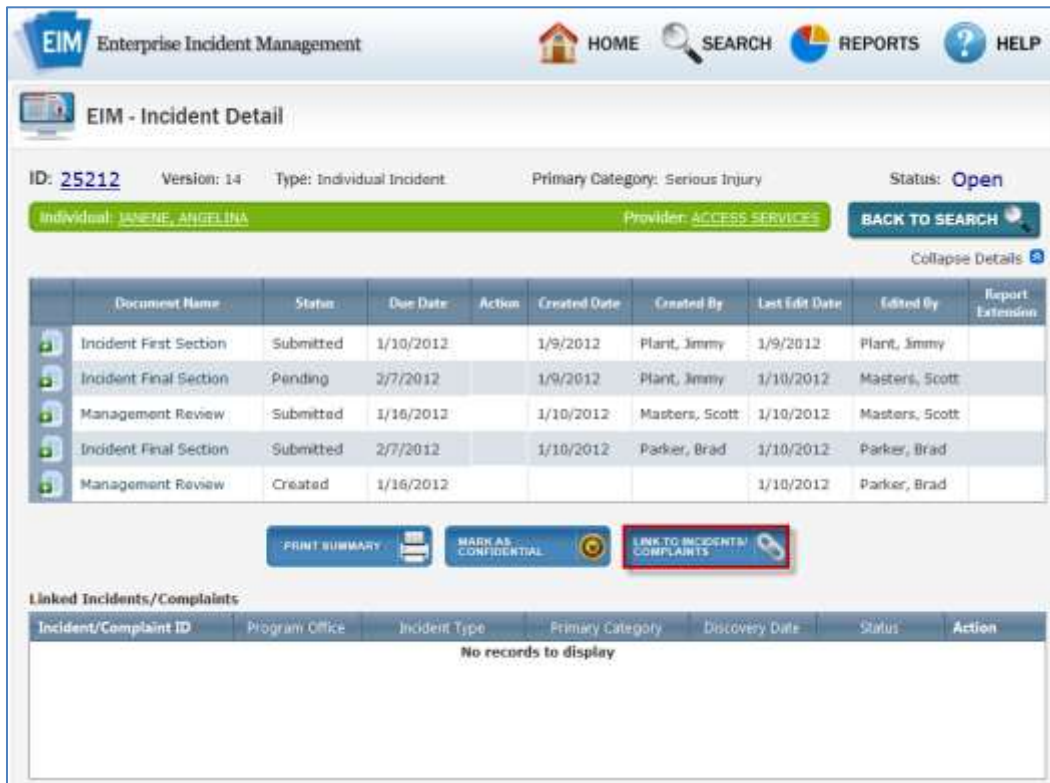
Below the table, there are three buttons: [PRINT SUMMARY](#), [MARK AS CONFIDENTIAL](#), and [LINK TO INCIDENTS/COMPLAINTS](#).

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management – Additional Functionality: Linking

Step 2: Click [LINK TO INCIDENTS/COMPLAINTS].








EIM - Incident Detail

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES [BACK TO SEARCH](#)

[Collapse Details](#)

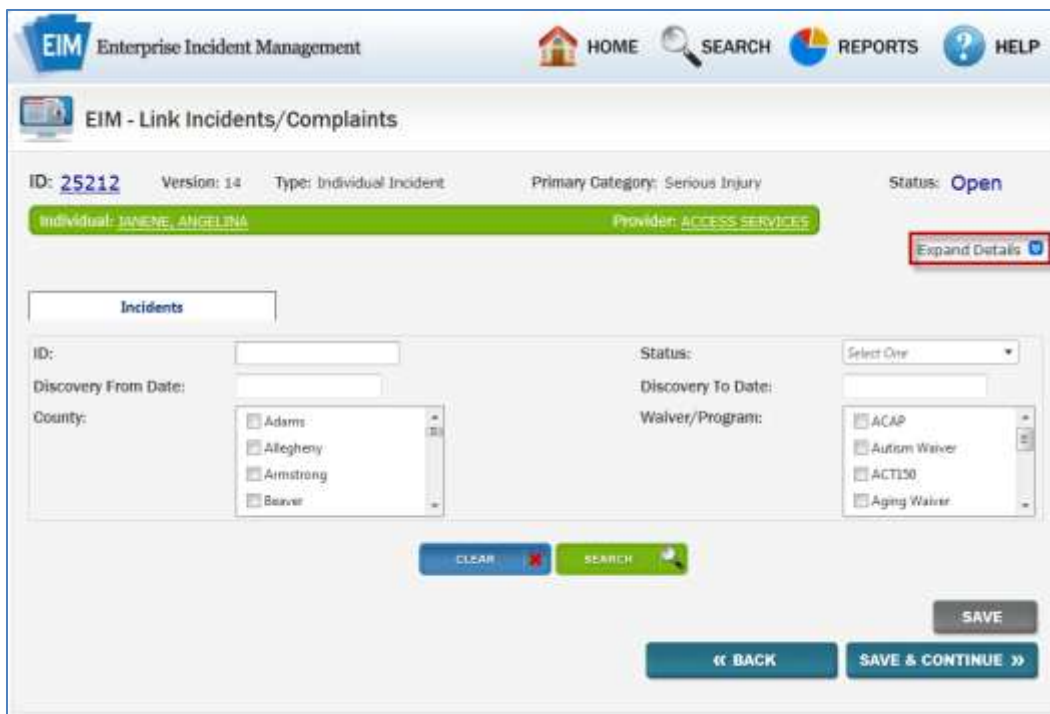
	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 3: The *Link Incidents/Complaints* search screen appears. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the **Incident Details** panel.



EIM - Link Incidents/Complaints

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES [Expand Details](#)

Incidents

ID:

Discovery From Date:

County:

☐ Adams ☐ Allegheny ☐ Armstrong ☐ Beaver

Status:

Discovery To Date:

Waiver/Program:

☐ ACAP ☐ Autism Waiver ☐ ACT150 ☐ Aging Waiver

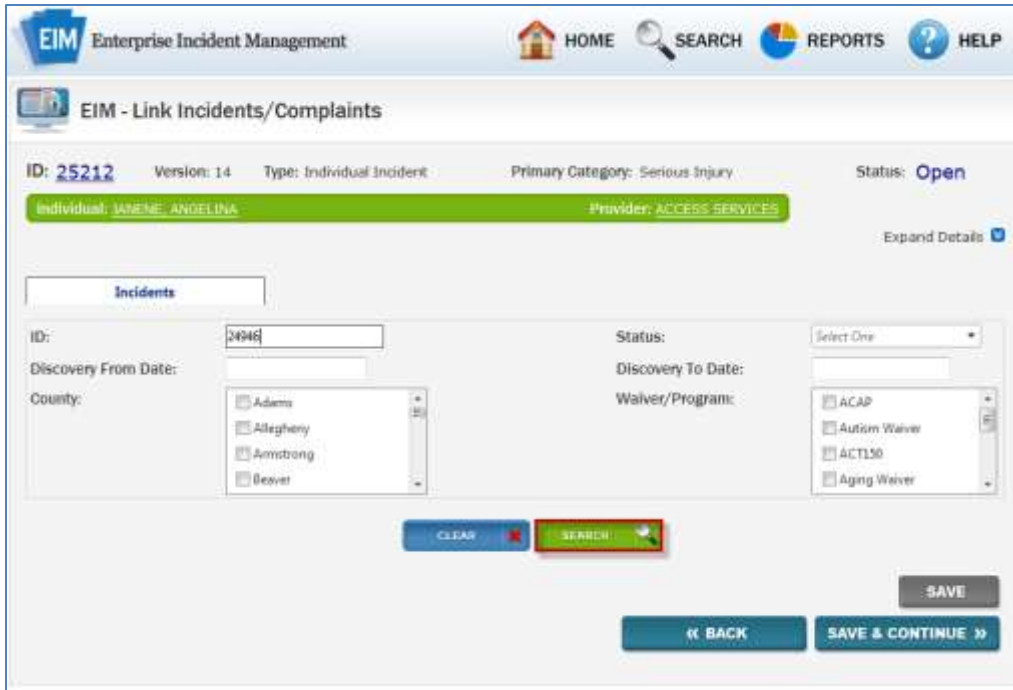
[CLEAR](#) [SEARCH](#)

[SAVE](#)

[« BACK](#) [SAVE & CONTINUE »](#)

Enterprise Incident Management – Additional Functionality: Linking

Step 4: Enter the information needed to find the incident you wish to link. The Incident ID is preferred but not required. Click [SEARCH].



EIM - Link Incidents/Complaints

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES

Expand Details

Incidents

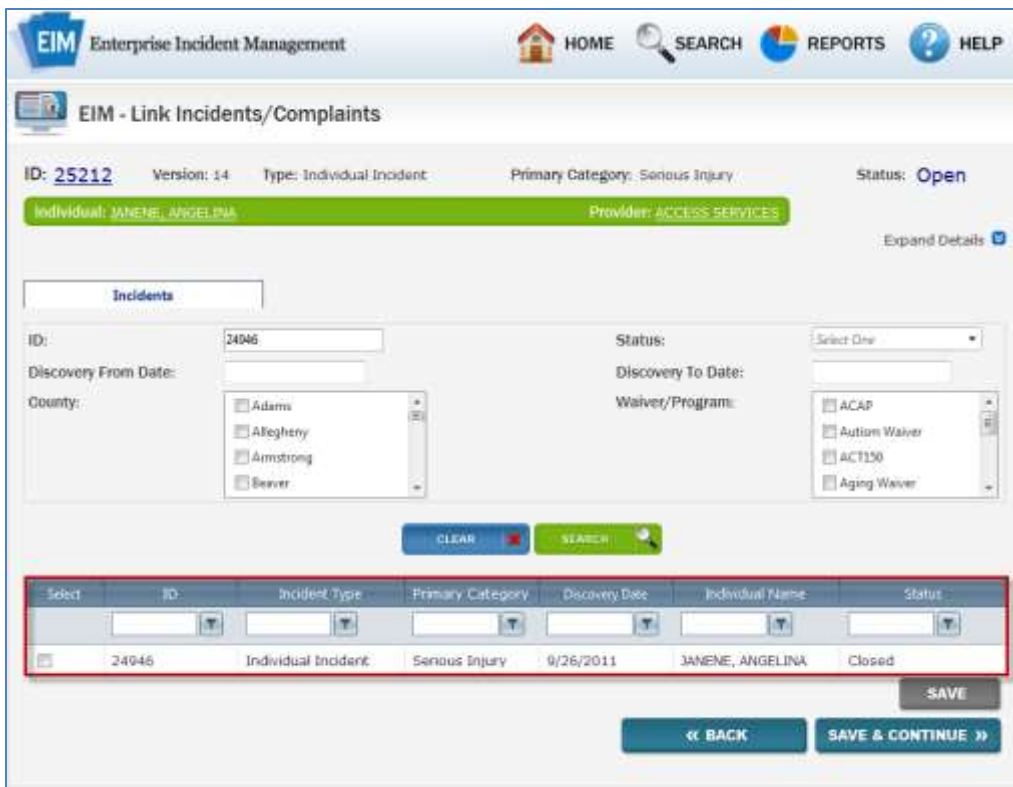
ID: 24946 Status: Select One

Discovery From Date: Discovery To Date:

County: ☐ Adams ☐ Allegheny ☐ Armstrong ☐ Beaver

Waiver/Program: ☐ ACAP ☐ Autism Waiver ☐ ACT150 ☐ Aging Waiver

Step 5: The results of the search will be displayed at the bottom of the screen.



EIM - Link Incidents/Complaints

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: JANENE, ANGELINA Provider: ACCESS SERVICES

Expand Details

Incidents

ID: 24946 Status: Select One

Discovery From Date: Discovery To Date:

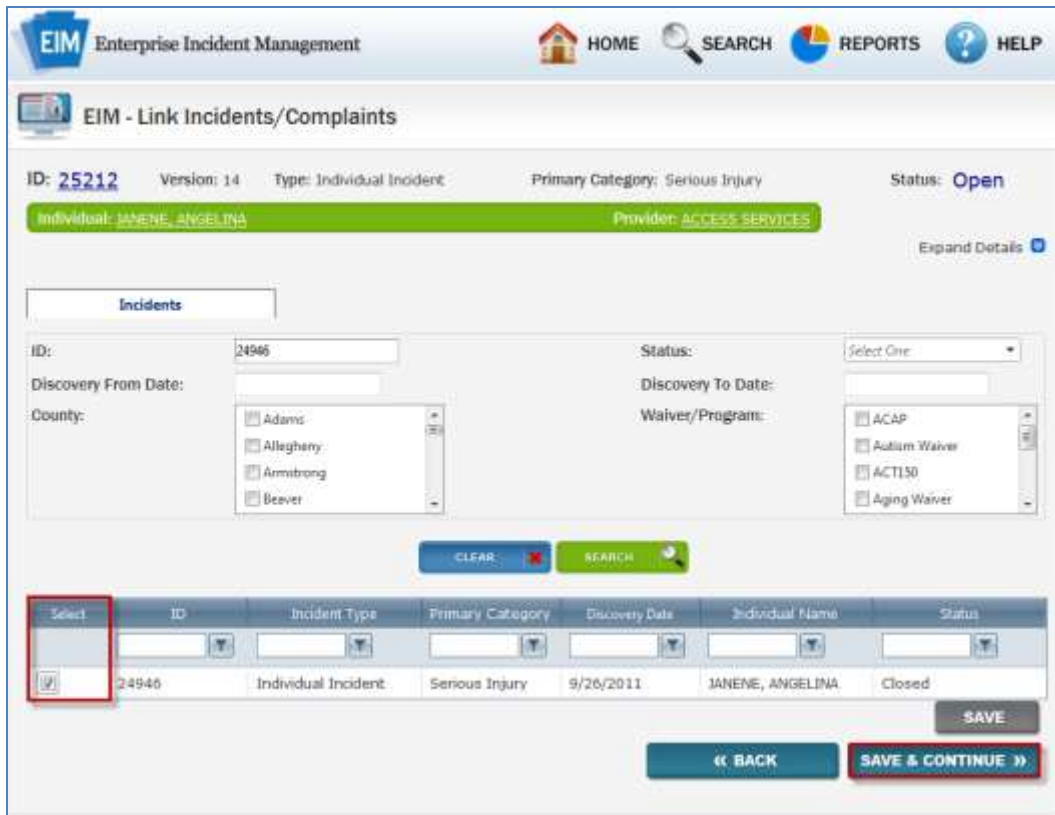
County: ☐ Adams ☐ Allegheny ☐ Armstrong ☐ Beaver

Waiver/Program: ☐ ACAP ☐ Autism Waiver ☐ ACT150 ☐ Aging Waiver

Select	ID	Incident Type	Primary Category	Discovery Date	Individual Name	Status
<input type="checkbox"/>	24946	Individual Incident	Serious Injury	9/26/2011	JANENE, ANGELINA	Closed

Enterprise Incident Management – Additional Functionality: Linking

Step 6: Select the incident from the search results by clicking the **Select** checkbox. Click [SAVE & CONTINUE]. Click [SAVE] to remain on the search screen and link multiple incidents.



EIM - Link Incidents/Complaints

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JANE, ANGELINA** Provider: **ACCESS SERVICES** [Expand Details](#)

Incidents

ID: Status:

Discovery From Date: Discovery To Date:

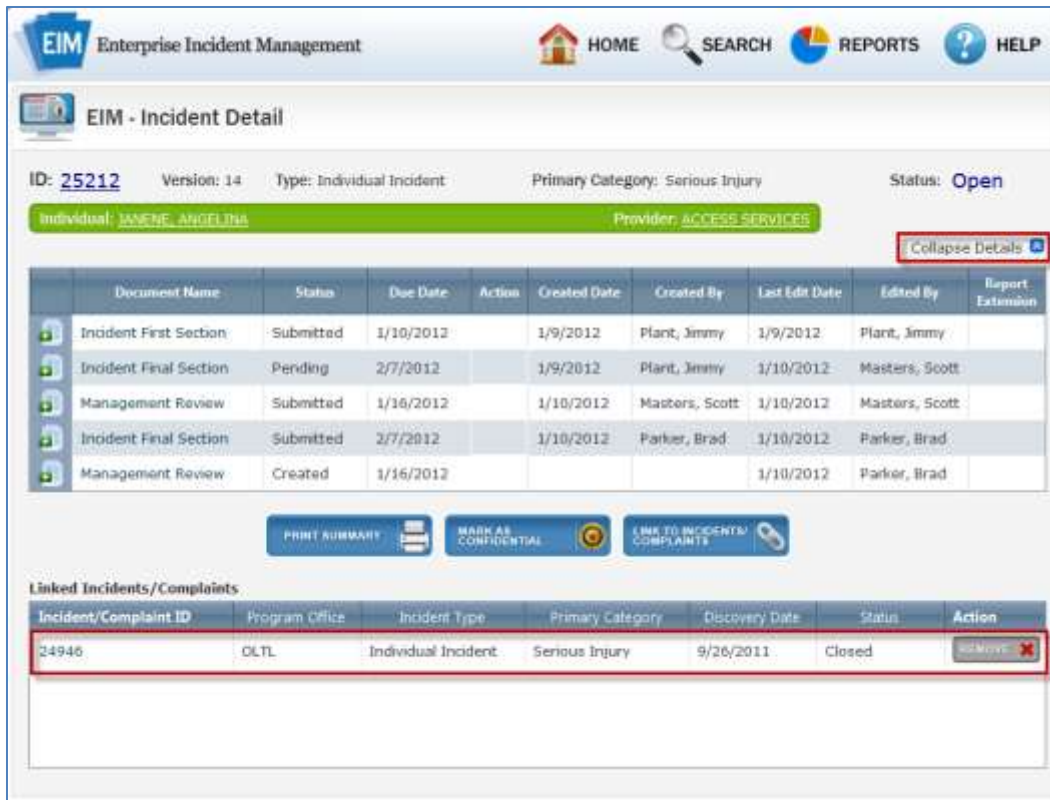
County:

Waiver/Program:






Select	ID	Incident Type	Primary Category	Discovery Date	Individual Name	Status
<input checked="" type="checkbox"/>	24946	Individual Incident	Serious Injury	9/26/2011	JANE, ANGELINA	Closed

Enterprise Incident Management – Additional Functionality: Linking



Step 7: The linked incident(s) will appear in the **Linked Incidents/Complaints** panel at the bottom of the *Incident Detail* screen. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the **Incident Detail** panel.



The screenshot displays the 'EIM - Incident Detail' interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the incident details are shown: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is listed as WARE, ANGELINA and the provider as ACCESS SERVICES. A 'Collapse Details' button is visible. Below the details is a table of document sections.

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. The 'Linked Incidents/Complaints' section contains a table with one entry:

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
24946	OLTL	Individual Incident	Serious Injury	9/26/2011	Closed	 

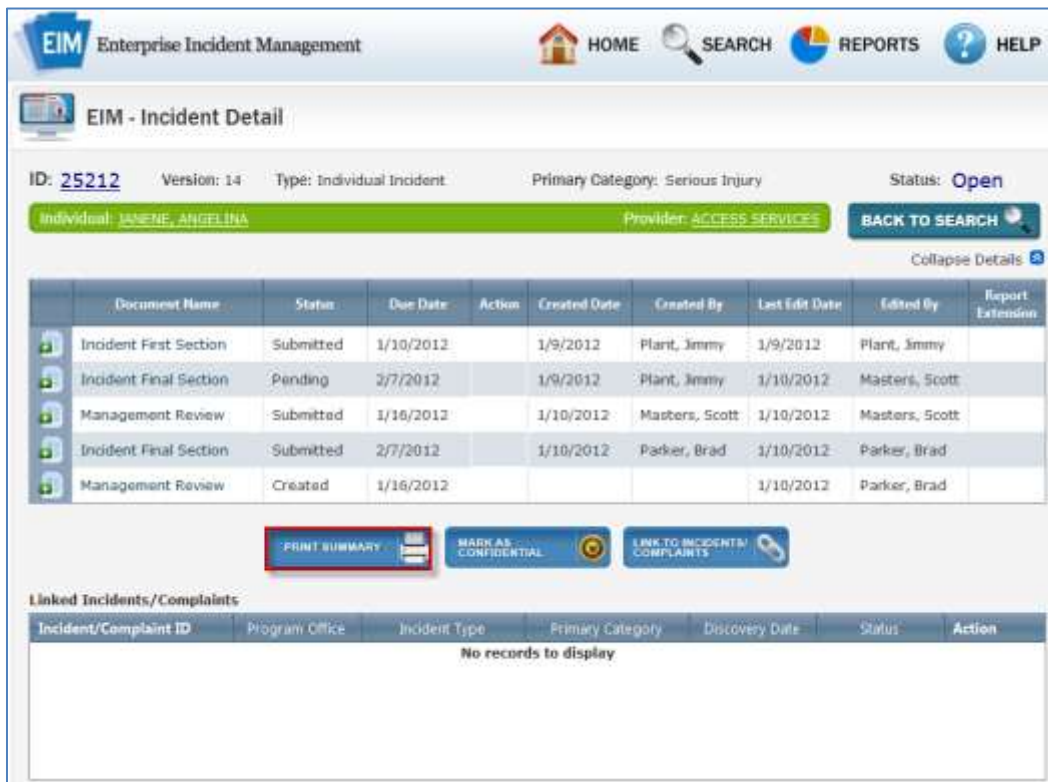
Enterprise Incident Management – Additional Functionality: Print Summary

Print Summary

This function consolidates the incident documents into a printable PDF file. Documents with statuses of In Progress, Approved and Submitted will be included in the Print Summary.

To create a Print Summary in EIM:

Step 1: On the *Incident Detail* screen, click [PRINT SUMMARY].



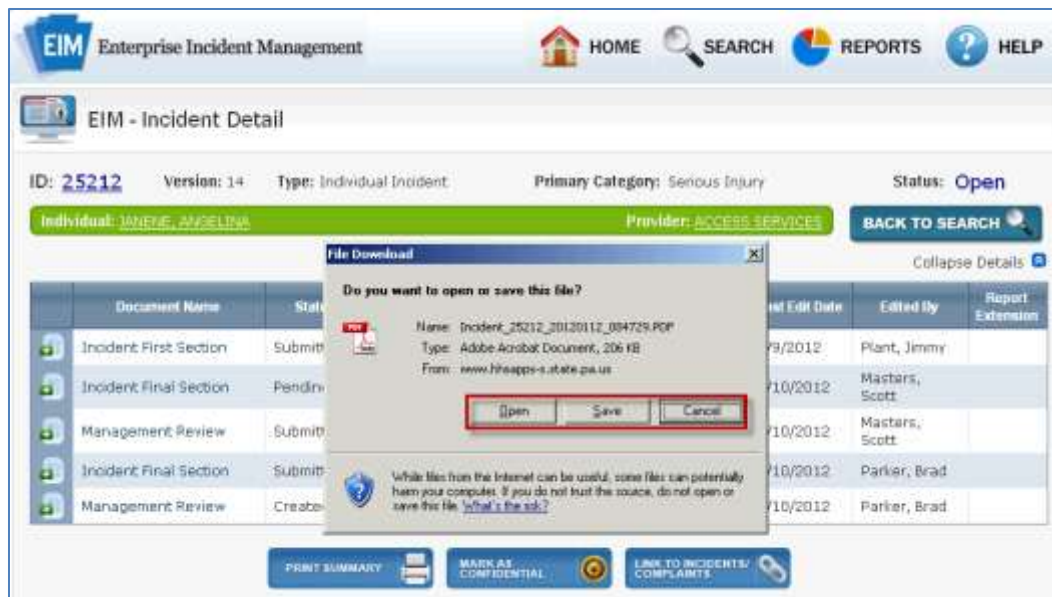
The screenshot displays the 'EIM - Incident Detail' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the incident details are shown: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANE, ANGELINA, and the provider is ACCESS SERVICES. A 'BACK TO SEARCH' button is available. Below the details is a table of documents:

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Below the table, there are three buttons: 'PRINT SUMMARY' (highlighted with a red box), 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENT COMPLAINTS'. At the bottom, there is a section for 'Linked Incidents/Complaints' with a table that currently shows 'No records to display'.

Enterprise Incident Management – Additional Functionality: Print Summary

Step 2: A File Download dialogue box appears with the option to [OPEN] or [SAVE] a PDF document containing the consolidated document summary. Click [OPEN] to view the document before printing.



Step 3: The Print Summary opens as a PDF document in a new window. Users can choose to print and/or save the document. The Print Summary can be created at any stage in the process of recording and reviewing an incident..

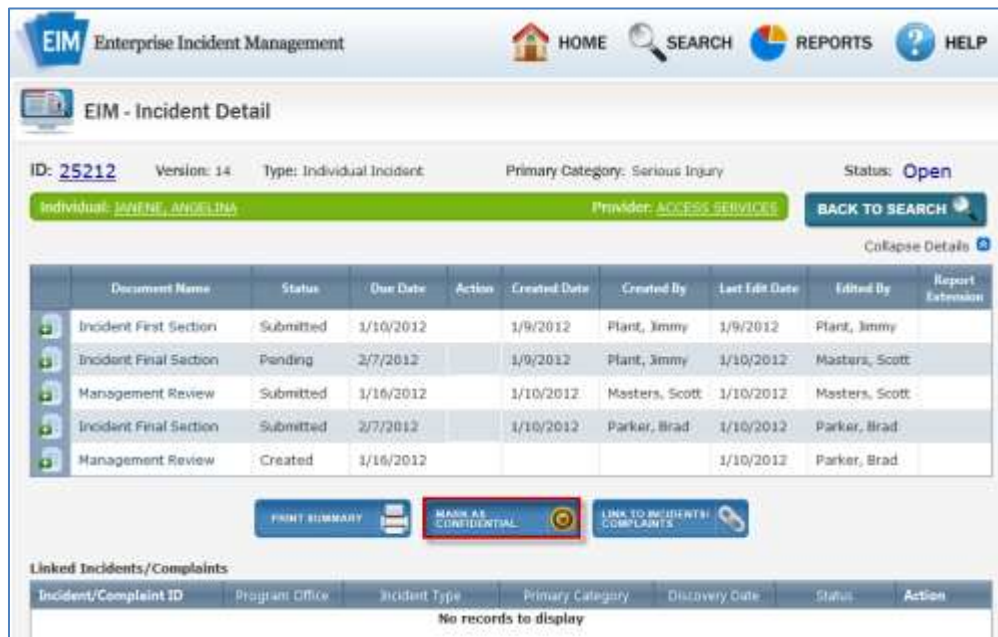


Mark As Confidential

This function is only available for incidents and will be used by providers with the Incident Reporter role if they wish to mark an incident as confidential at the provider level and assign it to a specific user with the Incident Point Person role. Incident Reporters can still view the Incident Reports that have been marked as confidential. Marking an incident as confidential does not impact how program office users view the incident.

To Mark an Incident As Confidential in EIM:

Step 1: On the *Incident Detail* screen, click [MARK AS CONFIDENTIAL].



EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: [Open](#)

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [BACK TO SEARCH](#)

[Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	


[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENT COMPLAINTS](#)





Linked Incidents/Complaints


Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 2: The *Mark As Confidential* screen appears.

Enterprise Incident Management – Additional Functionality: Confidential


 Enterprise Incident Management






 HOME  SEARCH  REPORTS  HELP

 EIM - Mark as Confidential

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: SAWNE, ANGELINA Provider: ACCESS SERVICES

Collapse Details 

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Restrict Provider Access?

Point Person:

UNDO CHANGES SAVE

« BACK SAVE & CONTINUE »

Enterprise Incident Management – Additional Functionality: Confidential

Step 3: Click the **Restrict Provider Access?** drop-down arrow. Select **Yes** to mark an incident as confidential.

The screenshot shows the 'EIM - Mark as Confidential' form. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the form header includes 'EIM - Mark as Confidential' and a 'Collapse Details' link. The form contains several fields: 'ID: 25212', 'Version: 14', 'Type: Individual Incident', 'Primary Category: Serious Injury', and 'Status: Open'. Below these, there are two green bars: 'Individual: JANE, ANGELINA' and 'Provider: ACCESS SERVICES'. A table with 10 columns (Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, Report Extension) lists five documents: 'Incident First Section' (Submitted, 1/10/2012), 'Incident Final Section' (Pending, 2/7/2012), 'Management Review' (Submitted, 1/16/2012), 'Incident Final Section' (Submitted, 2/7/2012), and 'Management Review' (Created, 1/16/2012). Below the table, there is a 'Restrict Provider Access?' dropdown menu with a red box around it, showing options 'No', 'Yes', and 'No'. To the right of the dropdown are buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

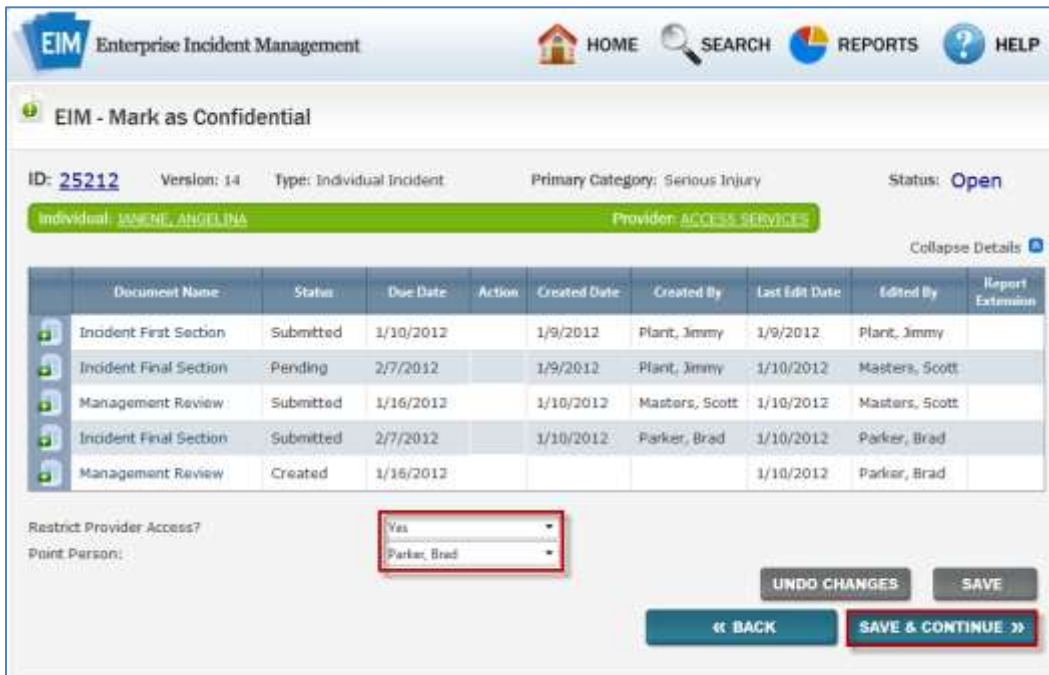
Step 4: Click the **Point Person** drop-down arrow. Select a designated Point Person from the drop-down list. All staff members at the logged in user's agency with the Incident Point Person role will appear in this drop-down list.

The screenshot shows the 'EIM - Mark as Confidential' form with the 'Point Person' dropdown menu open. The dropdown list contains a long list of names, including 'b-eimload10, b-eimload10', 'b-eimload11, b-eimload11', 'b-eimload14, b-eimload14', 'b-eimload15, b-eimload15', 'b-eimload2, b-eimload2', 'b-eimload22, b-eimload22', 'b-eimload23, b-eimload23', 'b-eimload26, b-eimload26', 'b-eimload27, b-eimload27', 'b-eimload3, b-eimload3', 'b-eimload30, b-eimload30', 'b-eimload31, b-eimload31', 'b-eimload34, b-eimload34', 'b-eimload35, b-eimload35', 'b-eimload50, b-eimload50'. The form also shows the 'Restrict Provider Access?' dropdown menu with a red box around it, showing options 'No', 'Yes', and 'No'. To the right of the dropdown are buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Enterprise Incident Management – Additional Functionality: Confidential

Step 5: Click [SAVE & CONTINUE].








EIM - Mark as Confidential

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES

[Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

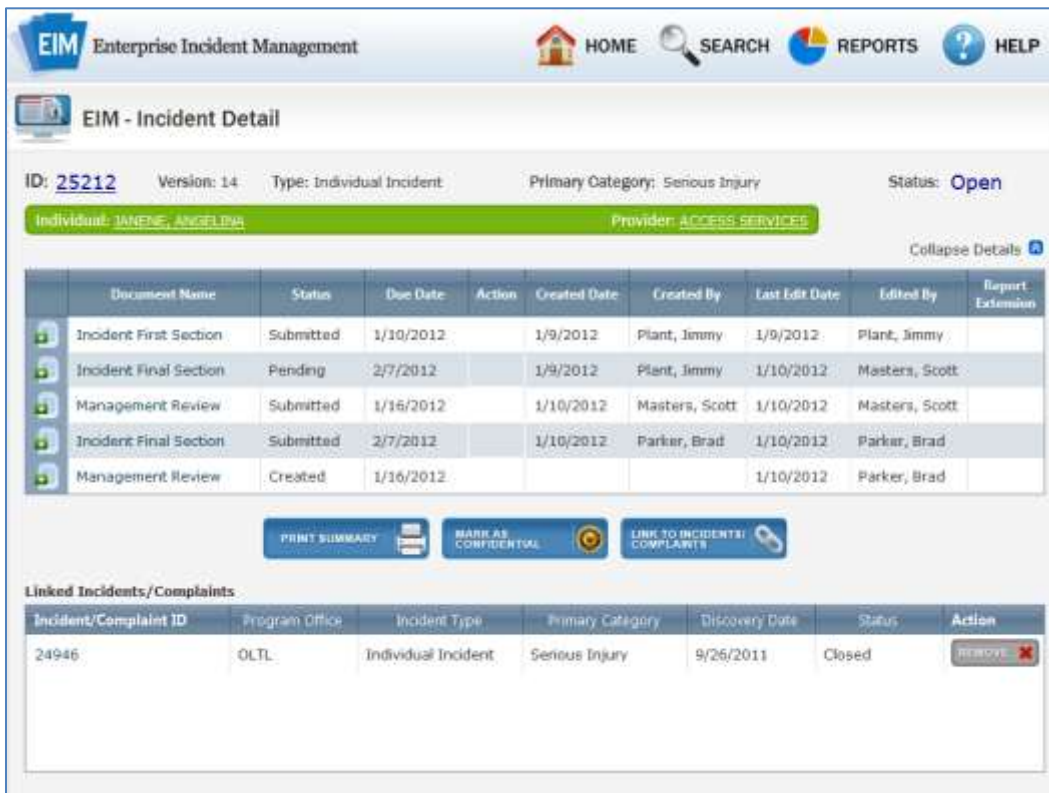
Restrict Provider Access? Yes

Point Person: Parker, Brad

[UNDO CHANGES](#) [SAVE](#)

[<< BACK](#) [SAVE & CONTINUE >>](#)

Step 6: The *Incident Detail* screen appears.








EIM - Incident Detail

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES

[Collapse Details](#)

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
	Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
24946	OLT	Individual Incident	Serious Injury	9/26/2011	Closed	REMOVE

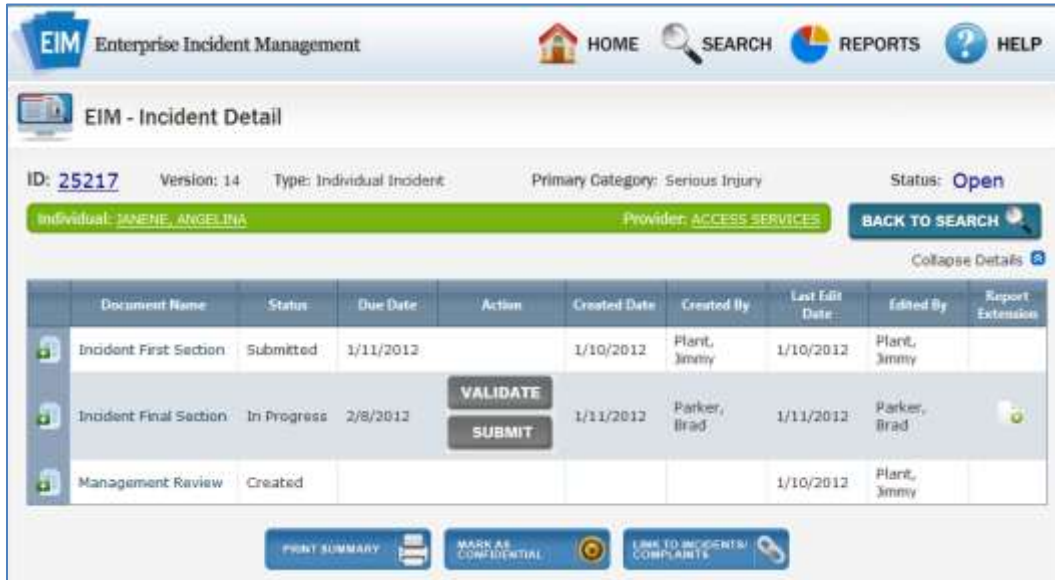
Enterprise Incident Management – Additional Functionality: Report Extension

Report Extension

This function extends the due date for the document submission if a user is not able to complete it within the required timeline. The option to request a report extension is only available for the Incident Final Section.

To Request a Report Extension in EIM:

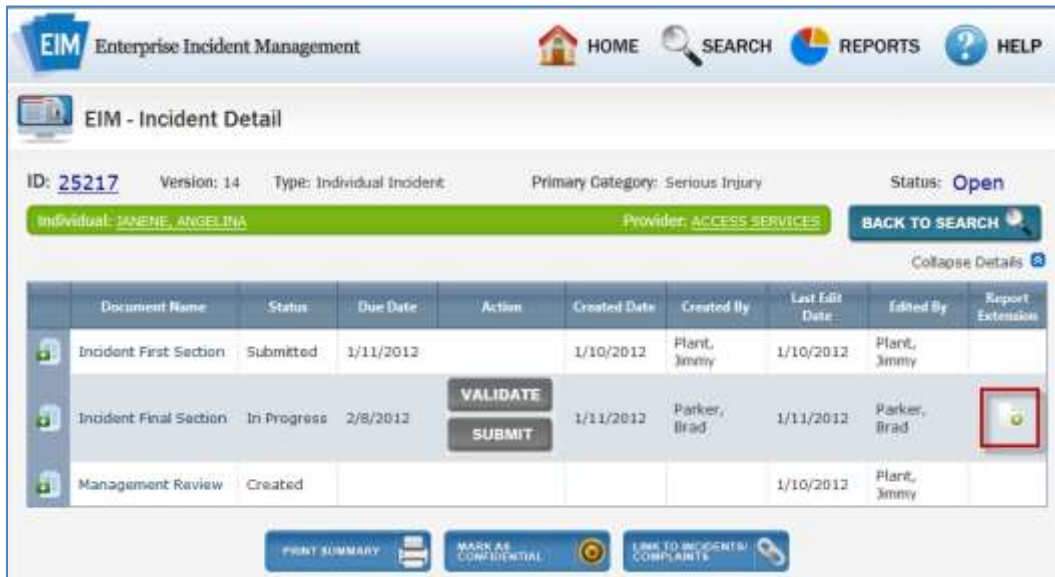
Step 1: Navigate to the *Incident Detail* screen




The screenshot shows the 'EIM - Incident Detail' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the incident details are displayed: ID: 25217, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, Status: Open. The individual is JANE, ANGELINA, and the provider is ACCESS SERVICES. A 'BACK TO SEARCH' button is present. Below the details is a table with columns: Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table has three rows: 'Incident First Section' (Submitted, 1/11/2012), 'Incident Final Section' (In Progress, 2/8/2012), and 'Management Review' (Created). The 'Incident Final Section' row has 'VALIDATE' and 'SUBMIT' buttons. At the bottom, there are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/ COMPLAINTS'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

Step 2: Click the [Report Extension] icon.



This screenshot is identical to the previous one, but with a red box highlighting the 'Report Extension' icon in the 'Incident Final Section' row of the table.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

Enterprise Incident Management – Additional Functionality: Report Extension

Step 3: The *Report Extension* screen appears.

EIM Enterprise Incident Management **HOME** **SEARCH** **REPORTS** **HELP**

Report Extension

ID: 25217 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

ADD +

Document Name: Incident Final Section Due Date: 2/8/2012

Expected Completion Date: *

Requesting User: Parker, Brad Request Date: 1/11/2012

Reason for Extension: *

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Step 4: Enter the **Expected Completion Date** and **Reason for Extension** and click [SAVE & CONTINUE].

EIM Enterprise Incident Management **HOME** **SEARCH** **REPORTS** **HELP**

Report Extension

ID: 25217 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

ADD +

Document Name: Incident Final Section Due Date: 2/8/2012

Expected Completion Date: * 02/17/2012

Requesting User: Parker, Brad Request Date: 1/11/2012

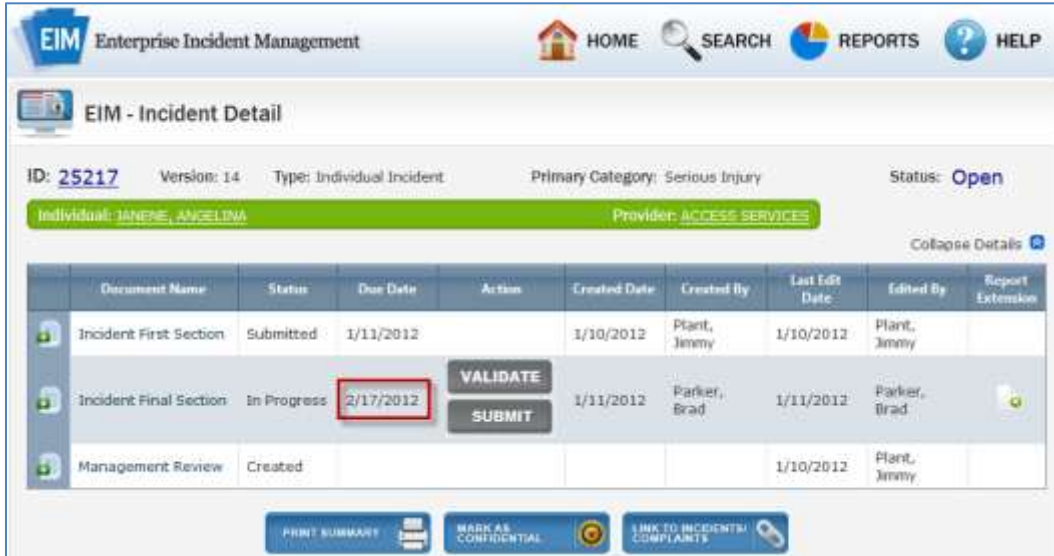
Reason for Extension: * Final reports from testing at the hospital are not expected back until February 16th.

CHECK SPELLING **UNDO CHANGES** **SAVE**

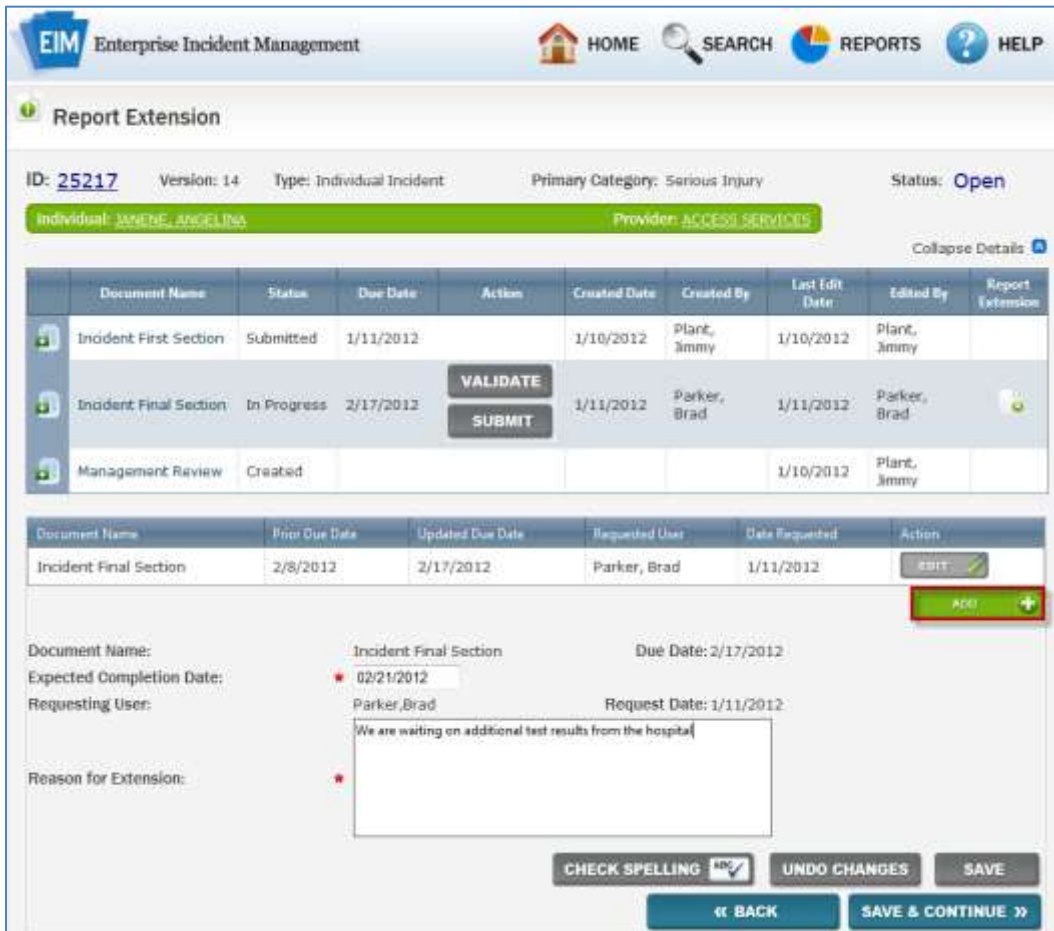
« BACK **SAVE & CONTINUE »**

Enterprise Incident Management – Additional Functionality: Report Extension

Step 5: The new due date for the document appears on the *Incident Detail* screen.



Step 6: To add additional report extensions, click [ADD] on the *Report Extension* screen. Complete the fields for the new extension and click [SAVE & CONTINUE]. All report extensions will appear in chronological order in the panel in the middle of the *Report Extension* screen.



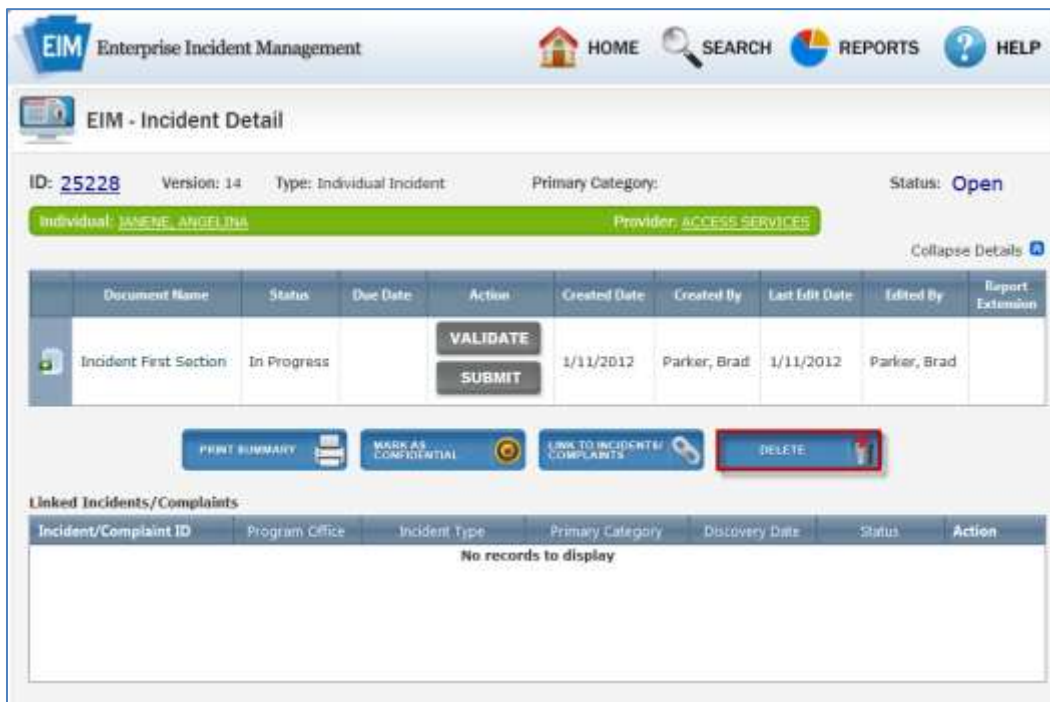
Delete an Incident

This function allows users to delete incidents from the system.

Incidents can be deleted by users with the Incident Reporter and Incident Point Person roles. Incidents can only be deleted using the [DELETE] button in EIM before the First Section is submitted. In order to delete the incident later in the process, send an email request to your Program Supervisor and have the supervisor send an email request to RA-QMU@pa.gov.

To Delete an Incident in EIM:

Step 1: On the *Incident Detail* screen, click [DELETE].



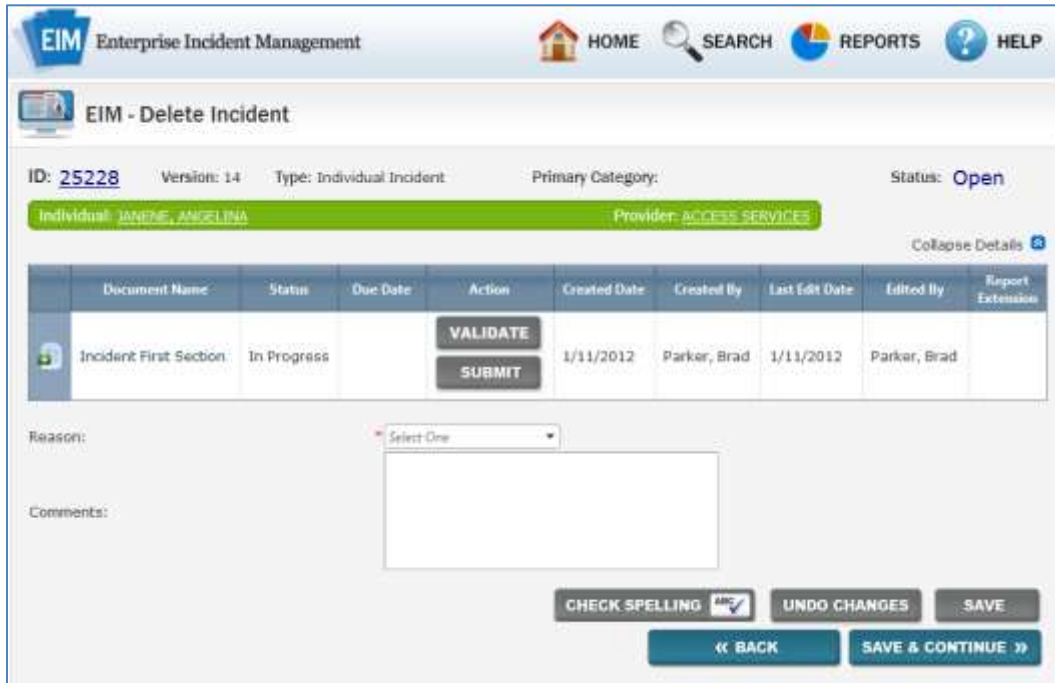
The screenshot displays the EIM - Incident Detail screen. At the top, there is a navigation bar with links for HOME, SEARCH, REPORTS, and HELP. Below this, the incident details are shown: ID: 25228, Version: 14, Type: Individual Incident, Primary Category: (blank), and Status: Open. The individual is listed as JANE, ANGELINA and the provider as ACCESS SERVICES. A table below shows the incident's progress, with a row for 'Incident First Section' in 'In Progress' status, created on 1/11/2012 by Parker, Brad. Below the table, there are buttons for PRINT SUMMARY, MARK AS CONFIDENTIAL, LINK TO INCIDENT/COMPLAINTS, and DELETE. The DELETE button is highlighted with a red box. At the bottom, there is a section for Linked Incidents/Complaints, which currently shows no records.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management – Additional Functionality: Deletion

Step 2: The *Delete Incident* screen appears.



EIM - Delete Incident

ID: 25228 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

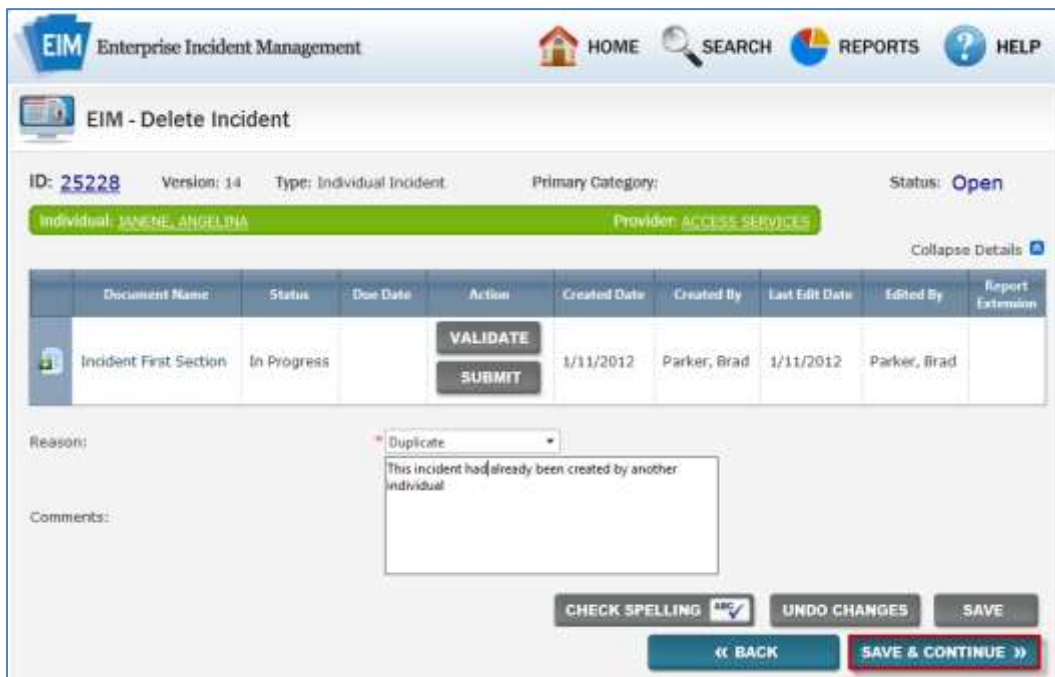
Reason: Select One

Comments:

CHECK SPELLING **UNDO CHANGES** **SAVE**

<< BACK **SAVE & CONTINUE >>**

Step 3: Select a reason for the deletion from the **Reason** drop-down menu. Add additional comments why the incident is being deleted. Click [SAVE & CONTINUE].



EIM - Delete Incident

ID: 25228 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: JANE, ANGELINA Provider: ACCESS SERVICES Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

Reason: Duplicate

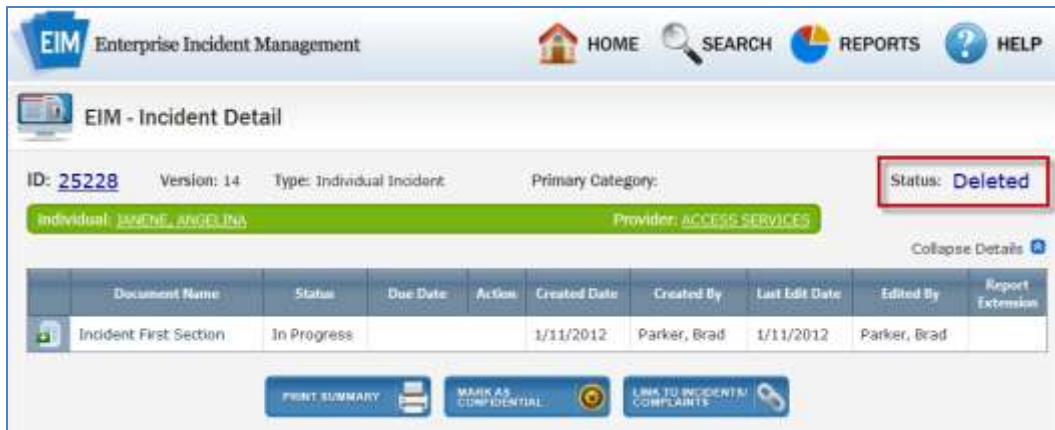
Comments:

CHECK SPELLING **UNDO CHANGES** **SAVE**

<< BACK **SAVE & CONTINUE >>**

Enterprise Incident Management – Additional Functionality: Deletion

Step 4: The *Incident Detail* screen appears. The **Status** of the incident will be changed to Deleted and the **Due Date** and **Action** fields will be blank.



The screenshot displays the 'EIM - Incident Detail' interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' links. Below this, the incident details are shown: ID: 25228, Version: 14, Type: Individual Incident, and Primary Category: (blank). The status is 'Deleted', which is highlighted with a red box. The individual is 'JAMENE, ANGELINA' and the provider is 'ACCESS SERVICES'. A 'Collapse Details' link is present. Below the details is a table with columns: Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains one row: 'Incident First Section' with Status 'In Progress', Due Date blank, Action blank, Created Date '1/11/2012', Created By 'Parker, Brad', Last Edit Date '1/11/2012', Edited By 'Parker, Brad', and Report Extension blank. At the bottom, there are three buttons: 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENT/ COMPLAINTS'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress			1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

Linking Incidents Checklist

	Step 1: Navigate to the <i>Incident Detail</i> screen.
	Step 2: Click [LINK TO INCIDENTS/COMPLAINTS].
	Step 3: The <i>Link Incidents/Complaints</i> search screen appears. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the Incident Details panel.
	Step 4: Enter the information needed to find the incident you wish to link. The Incident ID is preferred but not required. Click [SEARCH].
	Step 5: The results of the search will be displayed at the bottom of the screen.
	Step 6: Select the incident from the search results by clicking the Select checkbox. Click [SAVE & CONTINUE]. Click [SAVE] to remain on the search screen and add multiple incidents.
	Step 7: The linked incident(s) will appear in the Linked Incidents/Complaints panel at the bottom of the <i>Incident Detail</i> screen. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the Incident Detail panel.

Print Summary Checklist

	Step 1: On the <i>Incident Detail</i> screen, click [PRINT SUMMARY].
	Step 2: A File Download dialogue box appears with the option to [OPEN] or [SAVE] a PDF document containing the consolidated document summary. Click [OPEN] to view the document before printing.
	Step 3: The Print Summary opens as a PDF document in a new window. Users can choose to print and/or save the document. The Print Summary can be created at any stage in the process of recording and reviewing an incident or a complaint.

Mark as Confidential Checklist

	Step 1: On the <i>Incident Detail</i> screen, click [MARK AS CONFIDENTIAL].
	Step 2: The <i>Mark As Confidential</i> screen appears.
	Step 3: Click the Restrict Provider Access? drop-down arrow. Select Yes to mark an incident as confidential.
	Step 4: Click the Point Person drop-down arrow. Select a designated Point Person from the drop-down list.
	Step 5: Click [SAVE & CONTINUE].
	Step 6: The <i>Incident Detail</i> screen appears.

Report Extension Checklist

	Step 1: Navigate to the <i>Incident Detail</i> screen
	Step 2: Click the [REPORT EXTENSION] icon.
	Step 3: The <i>Report Extension</i> screen appears.
	Step 4: Enter the Expected Completion Date and Reason for Extension and click [SAVE & CONTINUE].
	Step 5: The new due date for the document appears in the <i>Incident Detail</i> screen.
	Step 6: To add additional report extensions, click [ADD] in the <i>Report Extension</i> screen. Complete the fields for the new extension and click [SAVE & CONTINUE]. All report extensions will appear in chronological order in a panel in the middle of the <i>Report Extension</i> screen.

Delete an Incident Checklist

	Step 1: On the <i>Incident Detail</i> screen, click [DELETE].
	Step 2: The <i>Delete Incident</i> screen appears.
	Step 3: Select a reason for the deletion from the Reason drop-down menu. Add additional comments why the incident is being deleted. Click [SAVE & CONTINUE].
	Step 4: The <i>Incident Detail</i> screen appears. The status of the incident will be changed to Deleted and the Due Date and Action fields will be blank.

NOTE: Incidents can be deleted by users with the Incident Reporter and Incident Point Person roles. Incidents can only be deleted using the [DELETE] button in EIM before the First Section is submitted. In order to delete the incident later in the process, send an email request to Program Supervisor and have the supervisor send an email request to RA-QMU@pa.gov.

EIM Reports

Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

Providers can run reports in EIM to view data on incidents. Data from these reports can be used to track incidents for quality improvement activities. Provider users only can run reports for incidents associated with the participants they serve through their agency.

The following three reports are available:

- Incident and Complaint Details by Individual
- Incident and Complaint Details by Service Location
- Incident and Complaint Custom Report

Table of Contents

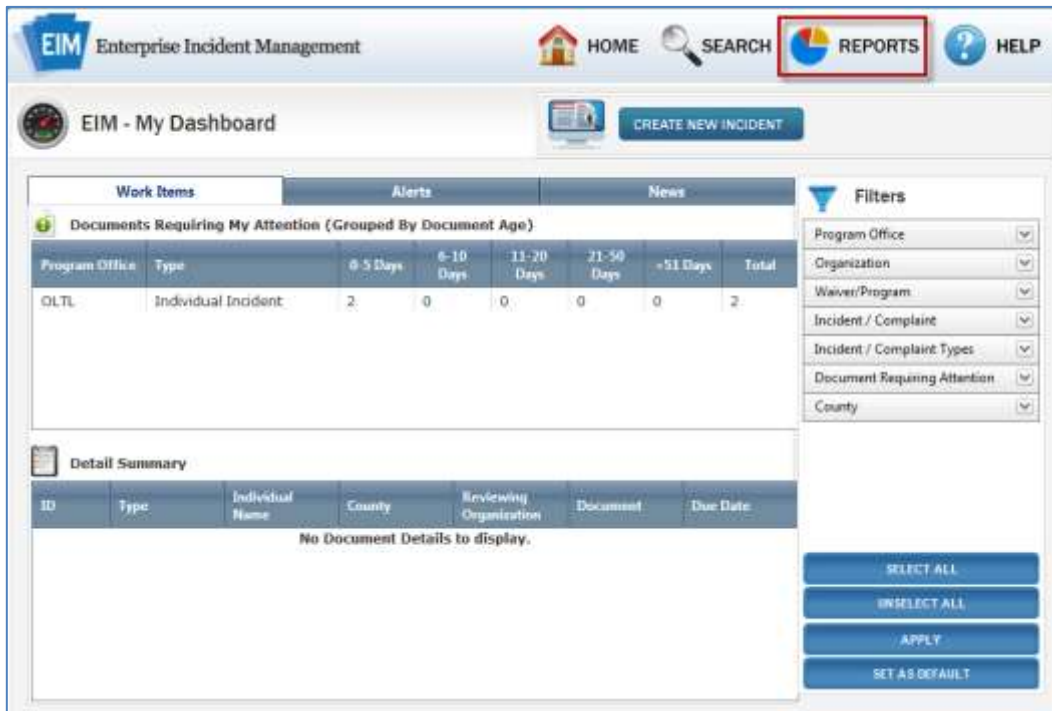
Incident/Complaint Management Reports	92
Incident and Complaint Custom Report.....	97
Custom Report Queries	99
Incident/Complaint Management Reports Checklist.....	102

Incident/Complaint Management Reports

The first two report types available (**Incident and Complaint Details by Individual** and **Incident and Complaint Details by Service Location**) utilize the same input screen with identical fields. The key difference between the two reports is in the printed output where the report will organize the information either by individual or service location.

The following example will explain how to create an **Incident and Complaint Details by Individual Report**.

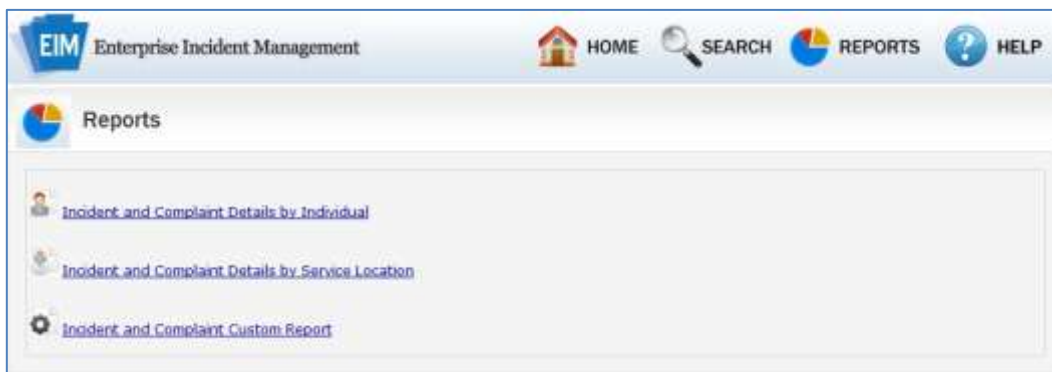
Step 1: Click [REPORTS] in the Main Menu of the *My Dashboard* screen to access the reports.



Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-30 Days	>31 Days	Total
QLTL	Individual Incident	2	0	0	0	0	2

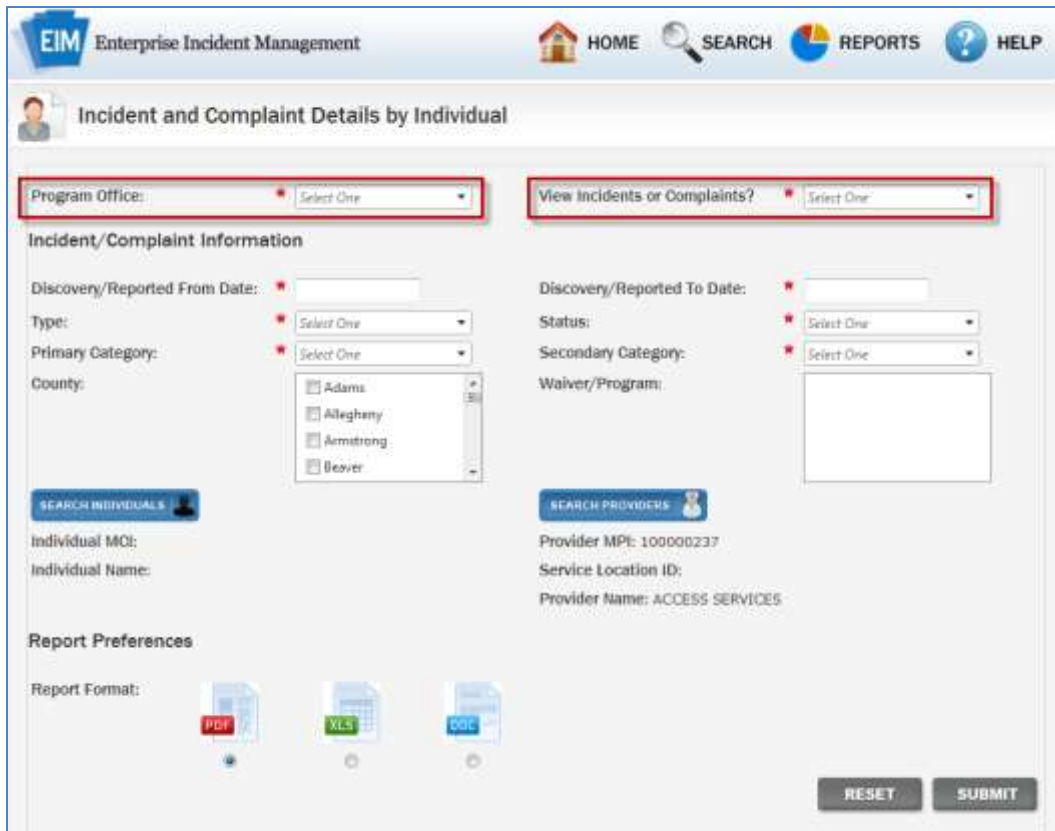
ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

Step 2: Click the link for the desired report to view the *Report Request* screen.



Enterprise Incident Management – Provider Reports: Custom Reports

Step 3: The *Report Request* screen for the selected report appears. Select the desired **Program Office** from the drop down list and select **Incidents** from the **View Incidents or Complaints?** drop-down list.



The screenshot displays the 'Incident and Complaint Details by Individual' report request interface. At the top, the EIM logo and navigation links (HOME, SEARCH, REPORTS, HELP) are visible. The main title is 'Incident and Complaint Details by Individual'. Below this, there are two dropdown menus: 'Program Office:' and 'View Incidents or Complaints?'. The 'Program Office:' dropdown is currently set to 'Select One'. The 'View Incidents or Complaints?' dropdown is also set to 'Select One'. Below these are two columns of input fields. The left column includes 'Discovery/Reported From Date:', 'Type:', 'Primary Category:', and 'County:'. The right column includes 'Discovery/Reported To Date:', 'Status:', 'Secondary Category:', and 'Waiver/Program:'. Below these fields are two buttons: 'SEARCH INDIVIDUALS' and 'SEARCH PROVIDERS'. Below the search buttons are fields for 'Individual MCI:', 'Individual Name:', 'Provider MPI:', 'Service Location ID:', and 'Provider Name:'. At the bottom, there is a 'Report Preferences' section with 'Report Format:' and three icons for PDF, XLS, and DOC. At the very bottom right are 'RESET' and 'SUBMIT' buttons.

Step 4: Select the **Discovery/Reported From Date** and **Discovery/Reported To Date** using the pop-up calendar.

Enterprise Incident Management | HOME | SEARCH | REPORTS | HELP

Incident and Complaint Details by Individual

Program Office: | View Incidents or Complaints?:

Incident/Complaint Information

Discovery/Reported From Date: | Discovery/Reported To Date:

Type: | Status:

Primary Category: | Secondary Category:

County:

Waiver/Program:

SEARCH INDIVIDUALS | SEARCH PROVIDERS

Individual MCI: | Provider MPI: 100000237

Individual Name: | Service Location ID:

Provider Name: ACCESS SERVICES

Report Preferences

Report Format: ☐ PDF ☐ XLS ☐ DOC

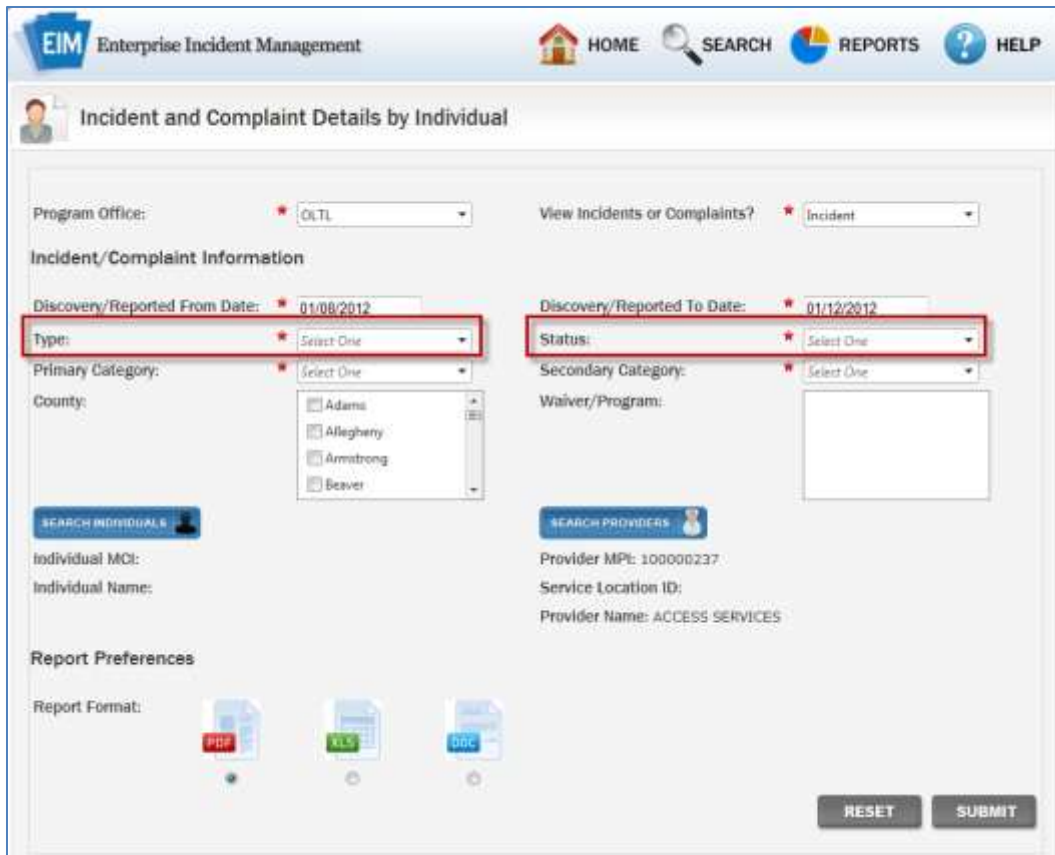
RESET | SUBMIT





Note: There are date range limitations that are dependent upon the criteria entered in the *Report Request* screen.

Criteria Entered	Maximum Date Range	Maximum Date Range
	Report by Individual or Service Location	Custom Report
	Real-Time Data	Data as of last refresh (12 midnight)
No Participant or Service Location	31 Days	31 Days
Either a Participant or a Service Location	365 Days	365 Days
Both a Participant and a Service Location	365 Days	No Maximum Date Range Limit

Enterprise Incident Management – Provider Reports: Custom Reports

Step 5: Select the **Incident Type** from the drop-down list. Select the status of the incidents you want to view in the report from the **Status** drop-down list.



EIM Enterprise Incident Management  HOME  SEARCH  REPORTS  HELP

Incident and Complaint Details by Individual

Program Office: * View Incidents or Complaints? *

Incident/Complaint Information



Discovery/Reported From Date: * Discovery/Reported To Date: *

Type: * Status: *

Primary Category: * Secondary Category: *

County:




Waiver/Program:

SEARCH INDIVIDUALS  **SEARCH PROVIDERS** 

Individual MCI:
Individual Name:

Provider MPI: 100000237
Service Location ID:
Provider Name: ACCESS SERVICES

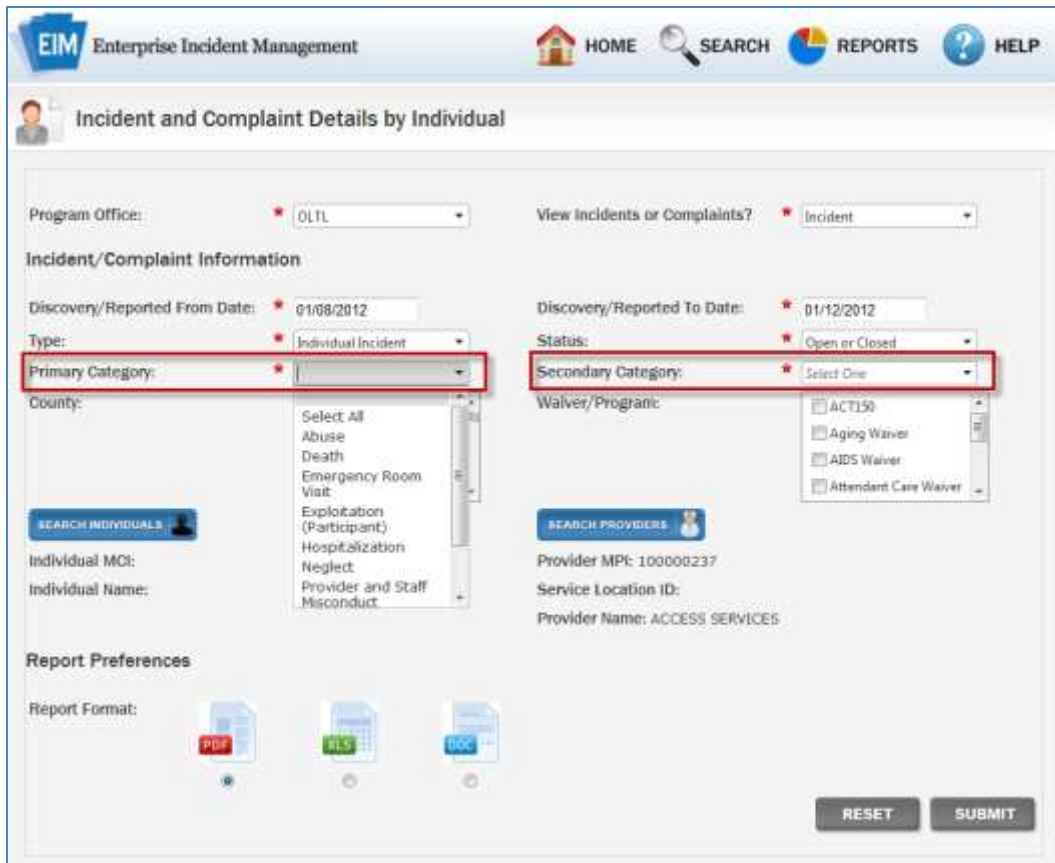
Report Preferences

Report Format:   

RESET **SUBMIT**

Enterprise Incident Management – Provider Reports: Custom Reports

Step 6: Select the primary and secondary categories you want to view in the report from the **Primary Category** and **Secondary Category** drop-down lists.



Enterprise Incident Management

HOME SEARCH REPORTS HELP

Incident and Complaint Details by Individual

Program Office: * OLTL View Incidents or Complaints? * Incident

Incident/Complaint Information

Discovery/Reported From Date: * 01/08/2012 Discovery/Reported To Date: * 01/12/2012

Type: * Individual Incident Status: * Open or Closed

Primary Category: * Secondary Category: * Select One

County: Select All Abuse Death Emergency Room Visit Exploitation (Participant) Hospitalization Neglect Provider and Staff Misconduct

Waiver/Program: ☐ ACT150 ☐ Aging Waiver ☐ AIDS Waiver ☐ Attendant Care Waiver

SEARCH INDIVIDUALS SEARCH PROVIDERS

Individual MCI: Provider MPE: 100000237

Individual Name: Service Location ID:

Provider Name: ACCESS SERVICES

Report Preferences

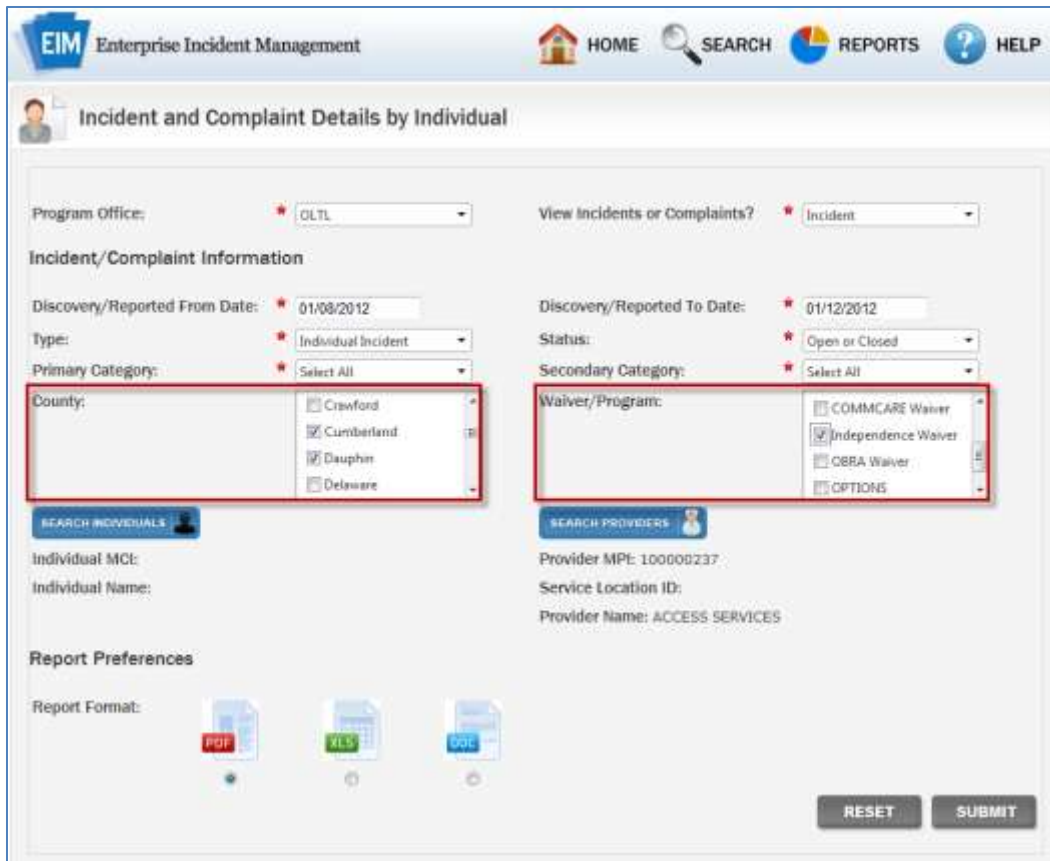
Report Format: PDF XLS DOC

RESET SUBMIT

NOTE: The user can select all primary and secondary categories by clicking **Select All** in each drop-down list.

Enterprise Incident Management – Provider Reports: Custom Reports

Step 7: Click the checkbox for each **County** and **Waiver/Program** to include in the report. If users do not choose a county or a waiver/program, the report will select all counties and waiver/program by default.



The screenshot shows the 'Incident and Complaint Details by Individual' form. At the top, there's a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. The form has several sections:

- Program Office:** A dropdown menu with 'OLTL' selected.
- View Incidents or Complaints?:** A dropdown menu with 'Incident' selected.
- Incident/Complaint Information:**
 - Discovery/Reported From Date:** 01/08/2012
 - Discovery/Reported To Date:** 01/12/2012
 - Type:** Individual Incident
 - Status:** Open or Closed
 - Primary Category:** Select All
 - Secondary Category:** Select All
 - County:** A list box with checkboxes for Crawford, Cumberland, Dauphin, and Delaware. Cumberland is checked.
 - Waiver/Program:** A list box with checkboxes for COMMERCIAL Waiver, Independence Waiver, OBRA Waiver, and OPTIONS. Independence Waiver is checked.
- Report Preferences:**
 - Report Format:** Three icons for PDF, XLS, and DOC.
- Search Buttons:** 'SEARCH INDIVIDUALS' and 'SEARCH PROVIDERS'.
- Individual MCI:** A text field.
- Individual Name:** A text field.
- Provider MPI:** 100000237
- Service Location ID:** A text field.
- Provider Name:** ACCESS SERVICES
- Buttons:** 'RESET' and 'SUBMIT'.

Step 8: Click [SEARCH INDIVIDUALS] to view data associated with a specific individual. Search for the individual by **Identifier Type**, **Last Name**, **First Name**, **Date of Birth** or **Residential County**. Click [SEARCH] to locate the individual.



The screenshot shows the 'EIM Individual Search' dialog box. It has the following fields and buttons:

- Discovery/Reported From Date:** 01/08/2012
- Discovery/Reported To Date:** 01/12/2012
- Type:** Individual Incident
- Status:** Open or Closed
- Identifier Type:** Select One
- Identifier:** A text field.
- Last Name:** A text field.
- First Name:** A text field.
- Date of Birth:** A text field.
- Residential County:** Select One
- Buttons:** 'CLEAR' and 'SEARCH'.
- Individual MCI:** A text field.
- Provider MPI:** 100000237

NOTE: Selecting an individual is not mandatory for the **Incident and Complaint Details by Individual** or the **Incident and Complaint Details by Service Location** reports. When an individual is not selected, all incidents that meet the selected search criteria will be returned in the search results.

NOTE: Click [SEARCH PROVIDERS] to search for and add a different provider or service location to run in the report as needed. For provider users running reports, their information is automatically pre-populated. OLTL Program Office Staff will need to select a specific provider if desired, but selecting a provider is not required. Click on a service location link in the search results to select individual service locations for provider organizations.

Enterprise Incident Management – Provider Reports: Custom Reports

Step 9: Click the radio button to indicate the desired report format, then click [SUBMIT].



The screenshot shows the 'SEARCH PROVIDERS' section of the EIM interface. It includes fields for 'Provider MPI: 100000237', 'Service Location ID:', and 'Provider Name: ACCESS SERVICES'. A 'Report Preferences' box is highlighted with a red rectangle, containing a 'Report Format:' label and three radio buttons with icons for PDF, XLS, and DOC. The 'SUBMIT' button is highlighted with a red border.

Step 10: When prompted, open the report or save it to your hard drive.



The screenshot shows the EIM interface with a 'File Download' dialog box open. The dialog box asks 'Do you want to open or save this file?' and displays file details: Name: ...DataReportByIndividual20120112_141620.PDF, Type: Adobe Acrobat Document, 57.0 KB, and From: www.hncapps.state.pa.us. The background interface shows 'Incident/ Complaint Information' fields and a 'View Incidents or Complaints?' dropdown set to 'Incident'. The 'SUBMIT' button from the previous step is still visible.

Enterprise Incident Management – Provider Reports: Custom Reports

Enterprise Incident Management

Run as of: 03/23/2012 2:55 PM

Incident and Complaint Details by Individual Report

Report Criteria										
Program Office:		Incidents or Complaints:				Incident				
Begin Date:		End Date:				3/21/2012				
Type:		Status:				Open or Closed				
Primary Category:		Secondary Categories:				All				
Individual Name:		Provider Name:				ACCESS SERVICES				
Individual Name: JANENE, ANGELINA HC#: 440342057 County: Douglas Waiver/Program: Independence Waiver										
ID	Discovery Date	Type	Primary Category	Secondary Categories	Provider HPI	Provider Name	Service Location ID	Service Location Name	Filing Organization	Status
25280	02/14/2012	Individual Incident	Hospitalization	Emergency Room Visit	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed
25284	02/14/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed
25286	02/14/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed
25282	02/15/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open
25291	02/15/2012	Individual Incident	Hospitalization	Accidental, Serious Injury	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed
25288	02/16/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open
25313	02/29/2012	Individual Incident	Hospitalization	Accidental, Serious Injury	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open
Total: 7 Incident(s)/Complaint(s)										
Individual Name: FULTON, LEE HC#: 038827424 County: Cumberland Waiver/Program: Independence Waiver										
ID	Discovery Date	Type	Primary Category	Secondary Categories	Provider HPI	Provider Name	Service Location ID	Service Location Name	Filing Organization	Status
25329	03/05/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open
Total: 1 Incident(s)/Complaint(s)										
Grand Total: 8 Incident(s)/Complaint(s)										

Page 1 of 1

Incident and Complaint Custom Report

The **Incident and Complaint Custom Report** allows users to customize a report using three fields that are not included in the **Incident and Complaint Details by Individual Report** or the **Incident and Complaint by Service Location Report**:

1. Subject Areas

The questions in the Incident and Complaint Report screens in EIM are grouped into subject areas, and can be chosen to define the output of the **Incident and Complaint Custom Report**. Each program office has different subject areas associated with it and the **Subject Areas** field will populate after the user has chosen the program office from the **Program Office** drop-down menu. A detailed *Incident and Complaint Custom Report Subject Area Job Aid* is available on the LMS and the OLTL section of the aging website to help users understand the organization of the subject areas. Note that while providers will see complaint subject areas in the **Subject Areas** field, selecting complaint subject areas will generate a 'No Results Found' error message in the report output.






2. View Only Incidents/Complaints with the following Overdue Documents

For Custom Reports, users can filter the reports by choosing to view only incidents or complaints that have overdue documents. The **View Only Incidents/Complaints with the Following Overdue Documents** drop-down menu populates after the user makes a choice from the **View Incidents or Complaints?** drop-down menu.

3. View Only Incidents/Complaints with the following Outcome of Management Review

For Custom Reports, users can filter the reports by choosing to view only incidents or complaints that have a specific outcome of the Management Review. The **View Only Incidents/Complaints with the Following Outcome of Management Review** drop-down menu populates after the user makes a choice from the **View Incidents or Complaints?** drop-down menu.


Enterprise Incident Management – Provider Reports: Custom Reports

 Enterprise Incident Management  HOME  SEARCH  REPORTS  HELP

Incident and Complaint Custom Report

Program Office: View Incidents or Complaints?

Report Output

Subject Areas:  ☐ Complaint About Other Information
☐ Complaint Agency Contact
☐ Complaint Agency Information
☐ Complaint Details

Report Criteria


Discovery/Reported From Date: Discovery/Reported To Date:


Type: Status:



Primary Category: Secondary Category:

County:

Waiver/Program:

View Only Incidents/ Complaints with the following Overdue Documents: 

View Only Incidents/ Complaints with the following Outcome of Management Review: 

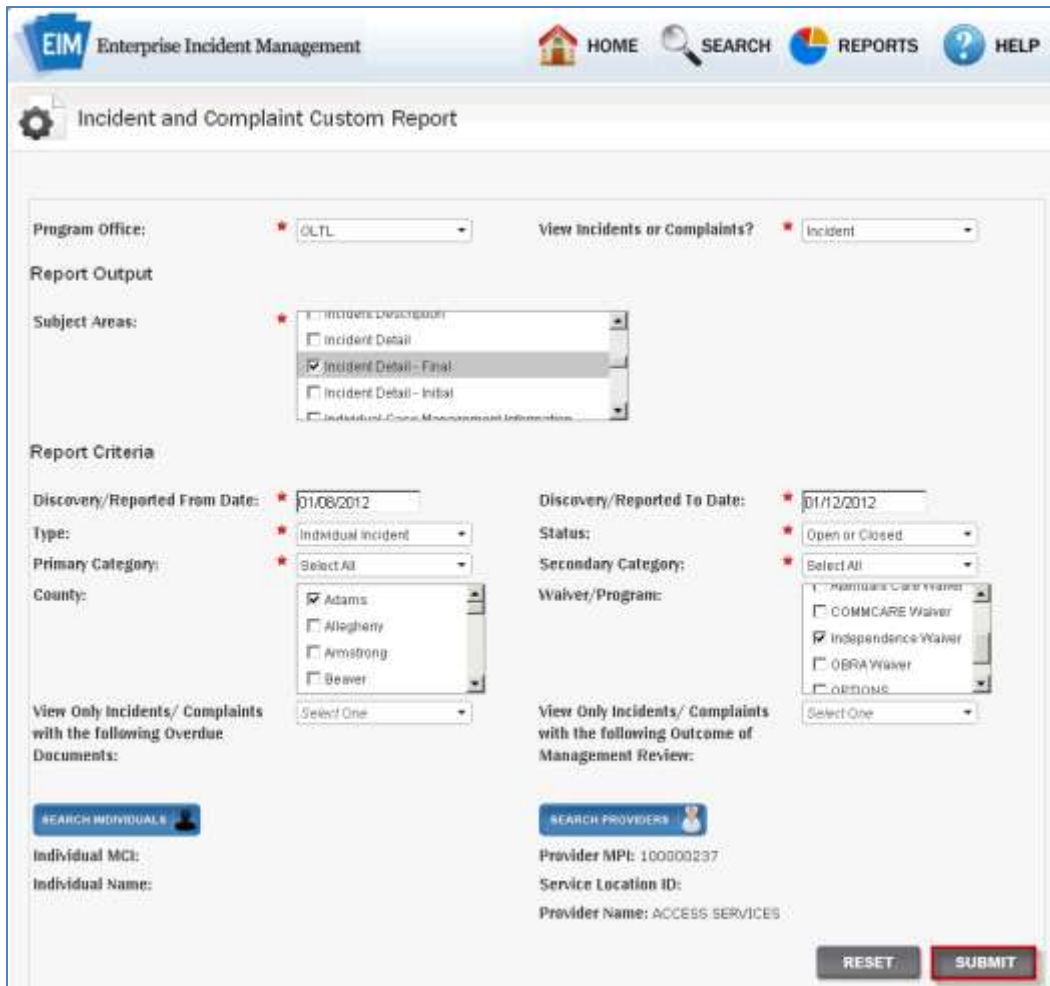
 SEARCH INDIVIDUALS  SEARCH PROVIDERS

Individual MCI:
Individual Name:

Provider MPI: 100000237
Service Location ID:
Provider Name: ACCESS SERVICES

Enterprise Incident Management – Provider Reports: Custom Reports

Step 1: On the *Incident and Complaint Custom Report* screen, select the required parameters for the customized report. Click [SUBMIT] to view the results.



The screenshot shows the 'Incident and Complaint Custom Report' interface. At the top, there's a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. The main form is divided into several sections:

- Program Office:** A dropdown menu set to 'OLTL'.
- View Incidents or Complaints?:** A dropdown menu set to 'Incident'.
- Report Output:** A section for selecting report details.
- Subject Areas:** A list of checkboxes including 'Incident Detail', 'Incident Detail - Final' (checked), 'Incident Detail - Initial', and 'Incident Detail - Complaint Management Information'.
- Report Criteria:** A section for filtering results by date, type, category, and county.
- Discovery/Reported From Date:** A date field set to '01/08/2012'.
- Discovery/Reported To Date:** A date field set to '01/12/2012'.
- Type:** A dropdown menu set to 'Individual Incident'.
- Status:** A dropdown menu set to 'Open or Closed'.
- Primary Category:** A dropdown menu set to 'Select All'.
- Secondary Category:** A dropdown menu set to 'Select All'.
- County:** A list of checkboxes including 'Adams' (checked), 'Allegheny', 'Armstrong', and 'Beaver'.
- Waiver/Program:** A list of checkboxes including 'COMM CARE Waiver', 'Independence Waiver' (checked), 'OBRA Waiver', and 'ORDONS'.
- View Only Incidents/ Complaints with the following Overdue Documents:** A dropdown menu set to 'Select One'.
- View Only Incidents/ Complaints with the following Outcome of Management Review:** A dropdown menu set to 'Select One'.
- SEARCH INDIVIDUALS:** A button with a person icon.
- SEARCH PROVIDERS:** A button with a person icon.
- Individual MCI:** A text field.
- Individual Name:** A text field.
- Provider MPI:** A text field set to '100000237'.
- Service Location ID:** A text field.
- Provider Name:** A text field set to 'ACCESS SERVICES'.
- RESET** and **SUBMIT** buttons at the bottom right.

Step 2: When prompted, open the report or save it to your hard drive.



This screenshot shows the same 'Incident and Complaint Custom Report' interface as the previous one, but with a 'File Download' dialog box open in the center. The dialog box asks 'Do you want to open or save this file?' and provides the following information:

- Name:** ...ent Complaint CustomReport20120112_143710.Q25
- Type:** Microsoft Excel Worksheet, 4.50 KB
- From:** www.hhsapp-s.state.pa.us


The dialog box has 'Open', 'Save', and 'Cancel' buttons. Below the buttons, there is a warning message: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)'

NOTE: All custom reports will be created in Excel.

Custom Report Queries

Incident and Complaint Custom Reports may be saved by users with the Report Admin role as a Report Query. A Report Query will save the selections made from the fields in the *Incident and Complaint Custom Report* screen, but will not save any personal information from individuals or providers. Users with the Report Admin role can give the saved query a unique name that will appear in the **Saved Queries** list in alphabetical order. Only a user with the Report Admin role may save a query, but any user may run the query from the **Saved Queries** list on the *Incident and Complaint Custom Report* screen.

Step 1: Save a Custom Report Query. To save a Custom Report Query complete all the information fields on the *Incident and Complaint Custom Report* screen, enter a unique name for the query in the **Query Name** field at the bottom of the screen and click [SAVE].



with the following Overdue Documents:

SEARCH INDIVIDUALS

Individual MCI:
Individual Name:

with the following Outcome of Management Review:

SEARCH PROVIDERS

Provider MPI: 100000237
Service Location ID:
Provider Name: ACCESS SERVICES

RESET SUBMIT

Saved Queries

User Label	Creation Date	Created By	
Provider Custom Query #2	8/31/2011	Parker, Brad	DELETE

Query Information

Query Name:

SAVE

The saved query will display in alphabetical order in the **Saved Queries** list.




User Label	Creation Date	Created By	
Custom Query Report #1	1/12/2012	Parker, Brad	DELETE
Provider Custom Query #2	8/31/2011	Parker, Brad	DELETE





Enterprise Incident Management - Provider Additional Functionality: Report Queries

Step 2: Run a Custom Report Query. To run a Custom Report Query, select the Query Name link from the **Saved Queries** list.

Saved Queries			
User Label	Creation Date	Created By	
Custom Query Report #1	1/12/2012	Parker, Brad	DELETE
Provider Custom Query #2	8/31/2011	Parker, Brad	DELETE

The *Incident and Complaint Custom Report* screen will populate with the completed fields from the saved query. Select an individual by clicking [SEARCH INDIVIDUALS] and select a service location by clicking [SEARCH PROVIDERS]. Click [SUBMIT] to run the report.

 Enterprise Incident Management

 HOME  SEARCH  REPORTS  HELP

Incident and Complaint Custom Report

Program Office:
Report Output

Subject Areas:

Report Criteria

Discovery/Reported From Date:
Type:
Primary Category:
County:

View Only Incidents/ Complaints with the following Overdue Documents:

SEARCH INDIVIDUALS

Individual MCI:
Individual Name:

View Incidents or Complaints?

Discovery/Reported To Date:
Status:
Secondary Category:
Waiver/Program:

View Only Incidents/ Complaints with the following Outcome of Management Review:

SEARCH PROVIDERS

Provider MPI: 10000237
Service Location ID:
Provider Name: ACCESS SERVICES

RESET

SUBMIT

Enterprise Incident Management - Provider

Additional Functionality: Report Queries



When prompted, open the report or save it to your hard drive.



Enterprise Incident Management - Provider Additional Functionality: Report Queries

Custom Report Output (Excel)

The first part (left) of each row of data in the Incident and Custom Report will always display the same basic participant and provider demographic information, and specifics about the Incident Report.

Subject Area: Incident Detail											
Document: Incident First Section											
Page: Incident Classification											
Question: Date Reviewed:											Re
ID	Program Office	Version	Status	Incident/Complaint	Type	Primary Category (Name and Date)	Secondary Categories (Name and Date)	Discovery Date	Waiver/Program	County	
5	24853 OLTL		12 Open	Incident	Individual	(Participant)(09/02/2011)	Involved(09/02/2011)	09/02/2011	Waiver	Dauphin	
6	24863 OLTL		12 Open	Incident	Individual	Abuse(09/11/2011)	Physical Abuse(09/10/2011)	09/11/2011	Independence Waiver	Dauphin	
7	24907 OLTL		12 Open	Incident	Individual	Abuse(09/13/2011)	Physical Abuse(09/13/2011)	09/13/2011	Independence Waiver	Dauphin	
8	24921 OLTL		12 Open	Incident	Individual	Emergency Room Visit(09/19/2011)	Medical Decline(09/19/2011), Psychiatric(09/19/2011)	09/19/2011	Michael Dallas Waiver	Allegheny	
9	24928 OLTL		12 Open	Incident	Individual	Serious Injury(10/04/2011)	Accidental(10/04/2011)	10/04/2011	Independence Waiver	Dauphin	
10	24943 OLTL		12 Open	Incident	Individual	Abuse(10/02/2011)	Physical Abuse(10/02/2011)	10/03/2011	Independence Waiver	Dauphin	
11	24956 OLTL		12 Open	Incident	Individual	Serious Injury(09/26/2011)	Accidental(09/26/2011)	09/26/2011	Independence Waiver	Dauphin	
12	24961 OLTL		12 Open	Incident	Individual	Serious Injury(09/26/2011)	Accidental(09/26/2011)	09/28/2011	Independence Waiver	Dauphin	

Custom Report Output (Excel)

The final part (right) of each row of data in the Incident and Custom Report displays the information from the Subject Matter fields selected by the user, organized by Subject Area and then by Document, Page, and finally the Question that was asked.

Subject Area: Incident Detail							Initial Action		
Document: Incident First Section							Incident First Section		
Page: Incident Classification							Initial Action Taken		
Question: Date Reviewed:	Reviewer:	Was this incident referred to Adult Protective Services?	Date referred to Adult Protective Services:	Is the individual's health and welfare at risk? (If so, the first section of the incident report is due within 24 hours or else it will be considered late)	Is the individual's health and welfare at risk?	Initial Action Taken	Please describe the initial action taken:	What agencies were initially notified	
County									
Dauphin		Yes	9/14/2011		Yes				
Dauphin		Yes	10/3/2011		Yes				
Dauphin		Yes	10/1/2011		No		Recorded statement	Provider Agency & Contractor	
Allegheny		Yes	11/7/2011		Yes				
Dauphin		No			No		taken to the hospital	OLTL - Verbal Noti	
Dauphin		No			No		taken to hospital		
Dauphin		No			No		Taken to the doctor	Service Co-ordina	
Dauphin		No			No		Initial Action Taken	Agency (SC)	

To Run an Incident/Complaint Report by Individual or Location:

Step 1: Click [REPORTS] in the quick links section of the *My Dashboard* screen to access the reports.

Step 2: Click the link for the desired report to view the *Report Request* screen.

Step 3: The *Report Request* screen for the selected report appears. Select the desired **Program Office** from the drop down list and select **Incidents** from the **View Incidents or Complaints?** drop-down list.

Step 4: Select the **Discovery/Reported From Date** and **Discovery/Reported To Date** using the pop-up calendar.

Step 5: Select the **Incident Type** from the drop-down list. Select the status of the incidents you want to view in the report from the **Status** drop-down list.

Step 6: Select the primary and secondary categories you want to view in the report from the **Primary Category** and **Secondary Category** drop-down lists.

Step 7: Click the checkbox for each **County** and **Waiver/Program** to include in the report.

Step 8: Click [SEARCH INDIVIDUALS] to view data associated with a specific individual. Search for the individual by **Identifier Type**, **Last Name**, **First Name**, **Date of Birth** or **Residential County**. Click [SEARCH] to locate the individual.

Step 9: Click the radio button to indicate the desired report format, then click [SUBMIT].

Step 10: When prompted, open the report or save it to your hard drive.

To Run a Custom Report:

Step 1: On the *Incident and Complaint Custom Report* screen, select the required parameters for the customized report. Click [SUBMIT] to view the results.

Step 2: When prompted, open the report or save it to your hard drive.

To Save and Run an Incident or Complaint Custom Report Query:

Step 1: Save a Custom Report Query

To save a Custom Report Query complete all the information fields on the *Incident and Complaint Custom Report screen*, enter a unique name for the query in the **Query Name** field at the bottom of the screen and click [SAVE]. The saved query will display in alphabetical order in the **Saved Queries** list.

Step 2: Run a Custom Report Query

To run a Custom Report Query, select the Query Name link from the **Saved Queries** list. The *Incident and Complaint Custom Report* screen will populate with the completed fields from the saved query. Select an individual by clicking [SEARCH INDIVIDUALS] and select a service location by clicking [SEARCH PROVIDERS]. Click [SUBMIT] to run the report. When prompted, open the report or save it to your hard drive.

Section 8: LMS Guide Enterprise Incident Management

Overview

The Learning Management System (LMS) is where all EIM training materials are located. Use the LMS to view and download materials to learn more about EIM functionality.

Note: EIM training materials are also available on the Long Term Living Training Institute website:

<http://www.lttrainingpa.org/resources/index.cfm?collection=A185B572-CE7F-4EA9-B8D4-451A97E58860>

Accessing the Learning Management System (LMS)

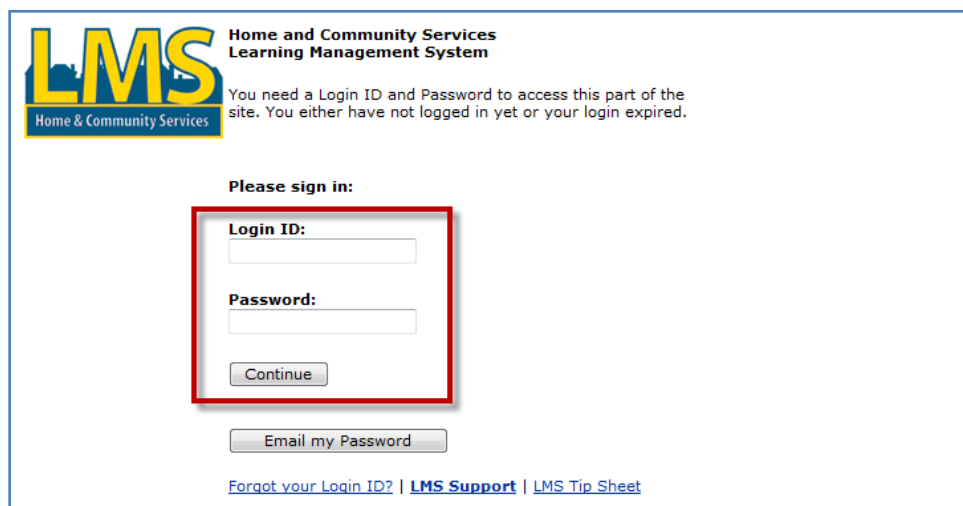
From the internet, the LMS can be accessed by navigating to:

<https://www.humanservices-r.state.pa.us/HCSISLMS/pgm/asp/login/login.asp?refpage=/HCSISLMS/default.asp>

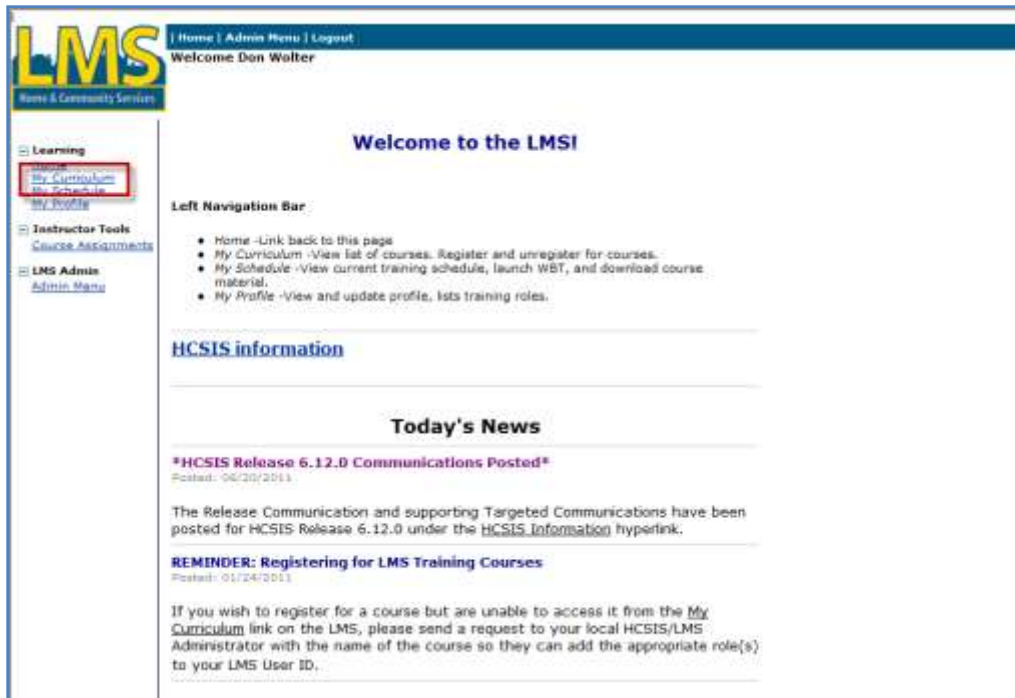
In EIM, the LMS can be accessed from the *EIM Landing Page* by clicking on [TRAINING MATERIAL]:



The *LMS Log In* screen appears. Enter your User ID and Password. Click [CONTINUE].

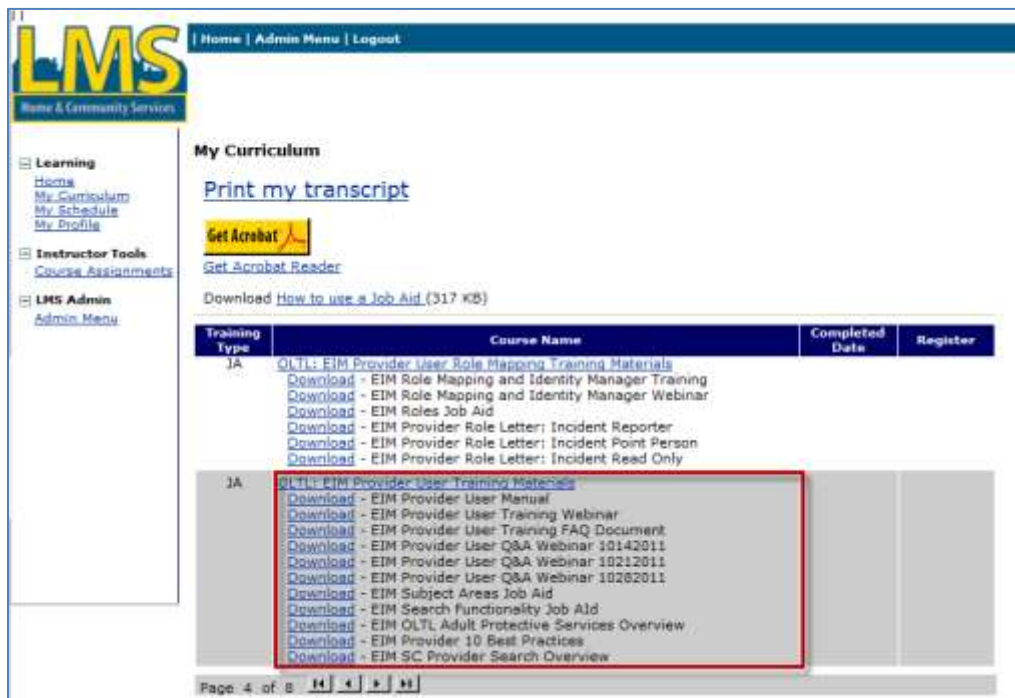
The screenshot shows the LMS Log In screen. At the top, there is a header with the LMS logo and the text "Home and Community Services Learning Management System". Below the header, there is a message: "You need a Login ID and Password to access this part of the site. You either have not logged in yet or your login expired." Below the message, there is a section titled "Please sign in:" which contains a red rectangle highlighting the login fields. The fields are labeled "Login ID:" and "Password:", each with a corresponding text input box. Below the input boxes is a "Continue" button. At the bottom of the form, there is an "Email my Password" button and a link for "Forgot your Login ID? | LMS Support | LMS Tip Sheet".

The LMS Home Page appears. Click the [My Curriculum](#) link from the left-hand navigation panel.



The *My Curriculum* screen appears. Enterprise Incident Management (EIM) training documents are grouped by type and organized for OLTL and Providers. Click the [Download](#) link on the materials you wish to view. Documents will open in a new window. Use the Navigation Arrows at the bottom of the screen to view all the screens of training courses available to you.

Note: It is recommended that users save a copy of the training materials to their desktop prior to viewing.



Section 9: Additional Resources Enterprise Incident Management

Additional Resources

EIM Training Materials

Users can access the EIM Training Materials by clicking [TRAINING MATERIALS] on the *EIM Landing Page*. Clicking this button will take the user to the Learning Management System (LMS), which contains a library of materials such as job aids and Captivate tutorials. The user will need an LMS User ID and password to access the LMS. Provider staff who do not have an LMS User ID should contact their organization's Business Partner Administrator (BP Admin).

OLTL Section of the Aging Website

All of the EIM training materials are also available on the OLTL Section of the Aging Website.

Office of Long Term Living Bulletins

Users can access OLTL's bulletins via the url: <http://www.aging.state.pa.us/portal/server.pt/community/bulletins/19451>.

Online Help

For additional information on any of the fields on the EIM screens, refer to the EIM Online Help by clicking [HELP] located in the upper right corner of each screen in EIM.

Frequently Asked Questions

You can access **EIM Frequently Asked Questions** by clicking [FAQs] on the *EIM Landing Page*.

HCSIS Help Desk

If you have any questions or difficulty with the EIM System, please e-mail c-hhcsishd@pa.gov or call the HCSIS Help Desk at **1-866-444-1264** from Monday to Friday 8:00 A.M. to 5:00 P.M.

Additional Questions

For all other questions, please contact the Implementation Planning team at RA-OLTL_EIMimplement@pa.gov